

GENERAL TERMS AND CONDITIONS

for the services of Pasaréti Ski School and Normafa Ski School

Effective from: 1 August 2026

Last edited: 30 September 2026

1. Introductory provisions

These General Terms and Conditions (hereinafter: the Terms) govern the use of services provided by Pasaréti Ski School and Normafa Ski School, operated by Wintersport Kft. (hereinafter: the Provider).

These Terms apply to all services organised or delivered by the Provider, including, in particular:

- private ski and snowboard lessons;
- group ski and snowboard lessons;
- seasonal courses;
- programmes for children and adults;
- summer sports programmes;
- sports camps;
- competitions;
- events;
- other sports sessions;
- and any other services organised by the Provider itself.

The Provider may organise its services at Pasaréti Ski School, Normafa Ski School or other external venues.

By using a service, the Participant - or, in the case of a minor, their parent or legal representative - declares that they have read and understood these Terms and accept their provisions as binding.

The following, in particular, form an integral part of these Terms:

- the House Rules;
- the Privacy Notice;
- the current price list published in the online booking system;
- any special terms issued for individual programmes (e.g. sports camps, competitions or events).

In the event of a discrepancy, the special terms of the relevant programme take precedence over the general provisions of these Terms.

2. Provider details

Company name: Wintersport Kft.

Registered office: 1037 Budapest, Csillaghegyi út 36.

Operating locations:

- Pasaréti Ski School: 1026 Budapest, Pasaréti út 11-13.
- Normafa Ski School: 1121 Budapest, Eötvös út 50.

Email: siiskola@wintersport.hu

Current contact details and opening hours are available on the ski schools' official website.

3. Definitions

For the purposes of these Terms:

Provider

Wintersport Kft., as the operator of Pasaréti Ski School and Normafa Ski School.

Ski School

Pasaréti Ski School, Normafa Ski School, and any sports facility or venue where the Provider delivers services.

Participant

Any natural person who uses a service provided by the Provider.

Minor Participant

A person under the age of 18.

Parent

The legal representative of a Minor Participant, or a person authorised to register the child.

Instructor

A ski, snowboard or sports instructor providing instruction on behalf of the Provider.

Session

Any private or group lesson, training session, course, sports programme or other organised event.

Programme

Any event organised by the Provider, including, in particular, camps, competitions, open days and other events.

Pass

A product sold by the Provider entitling its holder to use services for a specified number of sessions or a specified period.

Gift Voucher

A voucher issued by the Provider with a specified value or redeemable for a specified service.

Online System

The Provider's internet-based booking and customer management system, through which Participants can register, book, pay, manage their passes and track their bookings.

4. Scope of the Terms

These Terms apply to:

- all Participants;
- Participants' legal representatives;
- all bookings made online or in person;
- all passes and gift vouchers;

- all private and group sessions;
- all sports camps;
- all events and competitions;
- the use of sports equipment rented from the Provider.

The provisions of these Terms apply automatically whenever any service is used.

5. Formation of the contract

The Provider's services may be used following advance registration and/or booking.

A contract between the Participant (or, in the case of a minor, their parent or legal representative) and the Provider is formed upon any of the following:

- finalisation of an online appointment booking;
- booking an individually arranged appointment confirmed by the Provider;
- confirmation of registration for a sports camp, course or other programme;
- purchase of a pass or service.

By finalising a booking, the Participant declares that:

- they have read and accepted these Terms;
- they have read the Privacy Notice;
- they have read the House Rules;
- the information they have provided is accurate.

The Provider may refuse a registration if:

- the service is no longer available;
- the maximum capacity has been reached;
- the Participant's previous breach of contract justifies refusal;
- or any other circumstance threatens safe operation.

6. Registration and online user account

Many of the Provider's services require online registration.

When registering, the Participant must:

- provide accurate information;
- keep their contact details up to date;
- manage their user account securely.

The user account may be used only for the account holder's own purposes.

Sharing login details with third parties is prohibited.

The account holder is responsible for bookings, purchases and declarations made through their account.

The Provider may temporarily or permanently suspend a user account if:

- the user has provided false information;
- misuse is suspected;
- the user jeopardises the security of the system;

- the user repeatedly breaches these Terms or the House Rules.

7. Booking rules

Sessions may be attended only with an advance booking.

Bookings may be made:

- through the online booking system;
- by another method made available by the Provider.

A booking is final only once it has been confirmed by the Provider.

The Provider endeavours to ensure that the Instructor selected during booking conducts the Session.

However, where justified, the Provider may appoint another suitably qualified Instructor.

A change of Instructor does not, in itself, entitle the Participant to a refund or compensation.

The Provider may change the time or location of Sessions, particularly in the event of:

- weather conditions;
- technical faults;
- safety concerns;
- an Instructor's illness;
- slope maintenance;
- other unavoidable circumstances.

The Provider will notify the Participant of any change as soon as possible.

8. Fees and payment terms

Current service fees are published on the Provider's official website.

The Provider may change its prices.

Price changes do not affect bookings that have already been confirmed.

Services may be paid for, in particular, by:

- online card payment;
- cash;
- bank transfer;
- any other payment method made available by the Provider.

The available payment method is stated in the service announcement or the booking system.

The Participant must pay the service fee by the specified payment deadline.

If payment is not made, the Provider may:

- cancel the booking;
- refuse to provide the service;
- suspend the use of a pass or other entitlement.

9. Passes and gift vouchers

The Provider may sell various types of passes and gift vouchers.

Passes may be used only in accordance with the conditions stated on them or in the Online System. Pass prices do not include equipment rental.

Equipment rental costs HUF 2,000 for group lesson passes and HUF 2,500 for private lesson passes. Rental may be paid for on site in cash only, or prepaid for the full number of sessions when purchasing a pass online.

Private lesson passes are valid for the relevant ski season (from 1 September to 31 August), while group lesson passes are valid from September until the end of April. Unused sessions cannot be carried over to the following season.

Multi-session passes for two, three or four people may be used only when all named users are present. If any user is absent, the remaining guests must pay the single-session price.

Unless otherwise specified:

- a pass may be used only before its stated expiry date;
- passes are non-transferable and may be used only by the person or persons in whose name they were issued;
- an expired pass cannot be extended;
- a pass cannot be exchanged for cash;
- a partially used pass is non-refundable;
- loss or destruction of a pass does not, in itself, entitle the holder to a replacement pass.

Where a pass is recorded electronically, the Provider's online records are authoritative.

The Provider may specify separate usage rules for certain passes.

10. Cancellation, changes and late arrival

10.1. Cancellation by the Participant

The Participant may cancel a booked Session through the booking system or by another method specified by the Provider.

Unless different programme rules apply, **private lessons may be cancelled free of charge up to 12 hours before the start time, and group lessons up to 24 hours before the start time.**

If a private lesson is cancelled less than 12 hours before its start time, or a group lesson less than 24 hours before its start time, the Session fee - or the corresponding session credit in the case of a pass - is forfeited, unless the Provider decides otherwise.

If the Participant fails to attend a booked Session and has not cancelled it in advance, the service is deemed to have been provided.

10.2. Changes by mutual agreement

The Provider and the Participant may agree to change the time of a booked Session.

The Provider considers each request for a change individually.

A change is not an automatic entitlement.

10.3. Changes by the Provider

The Provider may change the time or location of a Session, or the Instructor, particularly in the following circumstances:

- adverse or dangerous weather;
- slope safety concerns;
- technical failure;
- an Instructor's illness;
- changes in participant numbers;
- force majeure;
- other circumstances affecting safe operation.

In such cases, the Provider will primarily:

- offer the Participant an alternative time;
- or credit the value of the service.

A monetary refund will be made only where required by law or at the Provider's individual discretion.

10.4. Late arrival

Sessions start at the advertised time.

If the Participant arrives late, the Session will not be extended by the amount of time lost.

The Instructor may refuse to conduct the Session if the Participant arrives so late that safe or professionally appropriate instruction is no longer possible.

10.5. Failure to attend (no-show)

If the Participant fails to attend a booked Session without cancelling in advance, the Provider may treat the Session as having been provided.

This also applies to lessons booked using a pass.

11. Participation requirements

Services may be used only by persons whose state of health allows them to undertake the chosen sports activity.

The Participant must inform the Provider of any circumstance that may affect safe instruction, including, in particular:

- injuries;
- musculoskeletal problems;
- chronic illnesses;
- allergies;
- sensitivity to medication;
- other health risks.

The Provider may refuse to provide a service if, in its assessment, the Participant's state of health poses a risk to their own safety or the safety of others.

The Participant must comply fully with the Instructor's instructions.

12. Minor Participants

Minors may participate in services only with the consent of their parent or legal representative.

The Parent must provide a telephone number on which they can be reached throughout the Session.

The Provider supervises the child only during the official duration of the Session.

Before the Session begins and after it ends, supervision of the child is the responsibility of their parent or legal representative.

The Provider may refuse to release a child to a person whose authority to collect the child cannot be established beyond doubt.

In a medical emergency, the Provider may administer first aid, call an ambulance and take any necessary medical measures.

13. Use of sports equipment

The Participant must use only sports equipment that is in a safe condition.

If the Participant uses their own equipment, they are responsible for its proper technical condition, adjustment and fitness for use.

Equipment provided by the Provider must be used only for its intended purpose.

The Participant must return rented equipment undamaged after use.

In the event of intentional or negligent damage, the Participant must compensate for the damage caused.

14. Safety rules

Safety is the primary consideration during every Session.

The Participant must comply fully with all of the Instructor's safety instructions.

The Provider may exclude any Participant from a Session if they endanger their own physical safety or that of others.

Exclusion does not entitle the Participant to a refund of the participation fee.

14.1. Helmets

Minor Participants must wear a helmet during every Session.

The Provider also strongly recommends that adult Participants wear a helmet.

Only adult Participants may choose not to wear a helmet, at their own risk.

14.2. Appropriate clothing

The Participant must wear clothing suitable for the weather and the sport concerned.

The Instructor may refuse to start a Session if the Participant's clothing or equipment poses an accident risk.

14.3. Alcohol and mind-altering substances

Persons under the influence of alcohol or any mind-altering substance may not use the Provider's services.

The Instructor may refuse to start a Session or may interrupt it if they suspect that a Participant is under such influence.

15. Use of lifts and slope features

Lifts, conveyor belts and other slope features at the Ski School may be used only for their intended purpose and in accordance with the Instructor's instructions.

A Participant may use a lift only if:

- they have the appropriate technical skills, as assessed by the Instructor;
- they have familiarised themselves with the rules for using the lift;
- they are capable of using the lift safely;
- the Instructor has expressly given permission.

The Instructor may prohibit the use of a lift at any time if they consider its use unsafe.

Using lifts independently, without permission or contrary to their intended purpose constitutes a serious breach of the House Rules.

The Participant must wear clothing and equipment that do not compromise safe lift use. In particular, clothing or accessories that could become caught (e.g. long scarves, dangling cords or other items liable to snag) and could jeopardise lift operation or the Participant's safety are prohibited.

When using a lift, the Participant must follow the instructions of the Instructor and the slope supervisors.

16. Rules of conduct

The Participant must use the sports facility, its furnishings and all equipment for their intended purposes and with mutual respect.

The following, in particular, are prohibited:

- endangering the physical safety of others;
- aggressive or threatening behaviour;
- intentional damage;
- obscene or offensive behaviour;
- consumption of alcohol or drugs during Sessions;
- repeatedly disregarding the Instructor's instructions;
- conduct that significantly disrupts a Session.

The Provider may exclude any Participant who breaches these rules from the Session or the entire Programme.

Exclusion does not entitle the Participant to a refund of the participation fee.

17. Risks inherent in sports activities

The Participant acknowledges that skiing, snowboarding, inline skating, climbing, cycling and other sports activities organised by the Provider inherently involve increased physical exertion and a risk of accidents.

Even with appropriate professional supervision and care, the following, in particular, may occur:

- falls;
- collisions;
- abrasions;
- bruises;
- dislocations;
- bone fractures;
- other sports injuries.

The Participant declares that they are aware of and acknowledge these inherent sporting risks.

The Provider accepts no liability for injuries that:

- arise from the inherent risks of the sports activity;
- occur through the Participant's own fault;
- result from failure to follow the Instructor's instructions;
- occur because the Participant uses unsuitable equipment of their own;
- result from a health condition that the Participant did not disclose to the Provider.

The above provisions do not affect the Provider's statutory liability for damage caused intentionally or through gross negligence.

18. Damage caused by Participants

The Participant must compensate for any damage they cause to the Provider, another Participant or a third party through unlawful conduct or conduct for which they are at fault.

If the damage is caused by a Minor Participant, liability is governed by the relevant provisions of the Hungarian Civil Code.

The Provider may claim compensation for the amount of the damage caused.

19. Valuables and personal belongings

The Participant must take particular care of their personal belongings and valuables.

The Provider accepts no liability for the loss, theft or damage of unattended belongings, unless the damage is demonstrably caused by the Provider's unlawful conduct.

Participants are advised not to wear or carry valuable jewellery, cash, electronic devices or other valuables during sports activities.

Where possible, the Provider will keep lost property at the relevant location, but is not obliged to do so unless required by law or a separate agreement.

20. Medical measures

In the event of an accident or illness, the Provider may administer first aid to the Participant and, if necessary, call an ambulance or arrange other medical care.

Where circumstances permit, the Provider will immediately notify the emergency contact provided by the Participant or, in the case of a Minor Participant, their parent or legal representative.

Responsibility for the costs associated with emergency medical care is governed by the applicable laws.

21. Photographs and video recordings

The Provider may take photographs and make audio and video recordings during Programmes, Sessions, sports camps and other events.

Detailed rules on the processing of personal data and image and audio recordings are set out in the Provider's current Privacy Notice.

The Participant acknowledges that personal data processing, consent and the exercise of data subject rights are governed by the Privacy Notice.

22. Complaints handling

The Provider places particular emphasis on handling Participants' feedback and complaints promptly, professionally and fairly.

The Participant may submit a complaint in writing to the following email address:

- siiskola@wintersport.hu

Where possible, the complaint should include:

- the complainant's name;
- their contact details;
- the date and time of the event complained of;
- a detailed description of the complaint;
- any available evidence, where necessary.

The Provider will investigate the complaint as soon as possible and seek an amicable resolution.

If the Participant qualifies as a consumer, they may use the remedies available under the applicable consumer protection laws.

23. Force majeure

The Provider is not liable for delays or interruptions to services caused by unforeseeable and unavoidable events beyond its control that make the provision of the service impossible or disproportionately difficult.

Force majeure events may include, in particular:

- exceptional weather conditions;
- natural disasters;

- flooding;
- fire;
- epidemics or public health emergencies;
- acts of war;
- acts of terrorism;
- strikes;
- utility outages;
- measures taken by public authorities;
- events that prevent the safe operation of the slope;
- any other external circumstance that the Provider cannot avert.

In the event of force majeure, the Provider may:

- postpone a Session;
- set an alternative date or time;
- modify a Programme;
- cancel it, if necessary.

In such cases, the Provider will endeavour to offer the Participant a fair solution.

24. Intellectual property

All copyright-protected works appearing on the Provider's website, in its Online System, teaching materials, graphics, logos, videos, photographs, documents and other content are the property of the Provider or its entitled partners.

Any copying, distribution, modification or use for business purposes requires the Provider's prior written permission.

25. Amendments to the Terms

The Provider may unilaterally amend these Terms, particularly in the following circumstances:

- changes in legislation;
- expansion of services;
- technical developments;
- introduction of a new payment or booking system;
- operational changes;
- safety concerns;
- changes to requirements imposed by public authorities.

Amendments to these Terms do not affect contracts already concluded, unless expressly permitted by law or unless the amendment provides only more favourable terms for the Participant.

The current Terms are available on the Provider's website.

26. Communication

The Provider and the Participant may communicate, in particular:

- by email;
- through the online booking system;
- by telephone;
- in person.

The Participant must ensure that the email address and telephone number they provide remain usable at all times.

The Provider accepts no liability if the Participant has provided incorrect or outdated contact details.

27. Severability

If any provision of these Terms is found to be invalid or unenforceable, this does not affect the validity of the remaining provisions.

The invalid provision will be replaced by a provision that comes as close as possible to its economic and legal purpose.

28. Governing law and disputes

These Terms are governed by the laws of Hungary.

Matters not regulated by these Terms are governed, in particular, by:

- Act V of 2013 on the Civil Code;
- consumer protection legislation;
- legislation on electronic commerce services;
- the data protection legislation in force at the relevant time.

The parties will first seek to resolve any disputes amicably.

29. Entry into force

These General Terms and Conditions enter into force on 1 August 2026 and remain valid until withdrawn or amended.

Upon the entry into force of these Terms, all previous General Terms and Conditions of the Provider cease to apply.