**SURF WAVES TATRALANDIA**

**Surfing – Surf Waves Tatralandia terms and conditions**

These terms and conditions defined by the **Tatry mountain resorts, a.s.** company with the registered office at Demänovská Dolina 72, 031 01 Liptovský Mikuláš, Company number: 31 560 636, registered in the Commercial Register of District Court Žilina, Section: Sa, Insertion No.: 62/L (hereinafter referred to as “**TMR company**” or “**operator**”) specify the provision of services – surfing (Surf waves) in the year-round Tatralandia water park, Ráztocká 21, 031 01 Liptovský Mikuláš (hereinafter referred to as “**Tatralandia water park**“) operated by the TMR company.

1. For the purpose of these terms and conditions, the following definitions and terms shall be used:
	1. **Single ticket** is a ticket that entitles its holder to enter the *“Hawaii complex”* in the Tatralandia water park and use the surf wave services depending on the scope of the single ticket (Surfing or lane rental) at the same time.
	2. **“Surfing”** is a single ticket that can be purchased at a surcharge added to a Tatralandia water park ticket or as a separate single 30-minute *“Hawaii complex”* ticket without purchasing a Tatralandia water park ticket. Every *“Surfing”* ticket entitles its holder to enter the *“Hawaii complex”* in the Tatralandia water park and use the *“Hawaii complex”* services for 30 minutes.
	3. **“Lane rental”** is a single ticket that serves as a single *“Hawaii complex”* ticket without purchasing a Tatralandia water park ticket. Every **“Lane rental”** ticket entitles its holder to enter the *“Hawaii complex”* in the Tatralandia water park and use the *“Hawaii complex”* services for 60 minutes. **“Lane rental”** tickets have to be purchased in the Tatralandia client centre in advance.
2. Every customer can buy Single tickets at prices specified in the price list issued by the TMR company and valid at the time of purchase.
3. Single tickets are sold at ticket offices or in the client centre of the Tatralandia water park (*offline sale*) or via the GOPASS system (*online sale*) online on [www.gopass.travel](http://www.gopass.travel).
4. The *“Hawaii complex”* includes 4 waves for max. 10 people/wave which are intended for professionals as well as beginners. Every visitor is given basic instructions before entering the surfing lane.
5. To enter the *“Hawaii complex”,* every visitor has to put their jewels, pendants, watches from their wrists and necks away.
6. The *“Hawaii complex”* can be entered and left with one ticket only once. After having left the zone, it **cannot** be entered again without purchasing a new *“Hawaii complex”* ticket.
7. The surfing on waves service can be used by individuals older than 6 years with the minimum weight of 25 kg. Children younger than 12 years can enter the *“Hawaii complex”* and surf on waves only if they are accompanied by an adult older than 18 years. The accompanying person is obliged to stay at least in the free zone of the *“Hawaii complex”* all the time while the child younger than 12 years is using the *“Hawaii complex”*. The accompanying person is responsible for the child younger than 12 years all the time while using the *“Hawaii complex”* and cannot leave the child unattended in the *“Hawaii complex”* while staying.
8. Every holder of a time-limited ticket (30 minutes, 60 minutes) has to leave the *“Hawaii complex”*, i.e. pass the respective turnstile within the purchased time limit and leave the Tatralandia water park within extra 40 minutes. The previous sentence does not apply to Single Surf Wave tickets purchased at a surcharge added to Tatralandia water park tickets. If any holder of a time-limited ticket (30 minutes, 60 minutes) does not leave the *“Hawaii complex”* within the purchased limit (30 minutes or 60 minutes depending on the purchased ticket), they have to pay the price difference between the already paid ticket and a 1-day Tatralandia water park ticket when leaving.
9. When leaving the Tatralandia water park, every ticket holder is obliged to pay all cashless payment surcharges loaded on their chip wristbands for gastronomy and other services within the financial limit.
10. Every customer is obliged to acquaint themselves with these terms and conditions before entering the *“Hawaii complex”*. By buying a surf wave ticket or a *“Hawaii complex”* ticket, every customer declares that they agree to these terms and undertake to respect them as well as instructions of the operator’s staff. All latest instructions in the Tatralandia water park take precedence over general instructions.
11. The operator reserves the right to change the opening times of the *“Hawaii complex”* with surf waves. Every change of the *“Hawaii complex”* opening times in the Tatralandia water park is published on the website: <https://www.tatralandia.sk/info/tatralandia/otvaracia-doba> and displayed at the Tatralandia water park entrance.
12. The operator reserves the right to limit or close selected parts of the *“Hawaii complex”* or the whole *“Hawaii complex”* for necessary maintenance and/or due to objective reasons (maximum capacity reached, power failure, technical failure etc.) or if the complex is booked or hosts an event.
13. The “surfing on waves” service is available only if one surfing lane is used by at least two (2) people at the same time. One lane **cannot be used** by one (1) person only.
14. As for sections which are not explicitly specified by these SURFING –Surf Waves Tatralandia terms and conditions, terms and conditions of the Tatralandia water park rules and the general terms and conditions of the online shop of the GOPASS selling system are applicable. If the provisions of these terms and conditions differ from the Tatralandia water park rules or the general terms and conditions of the online shop of the GOPASS selling system, the provisions of these terms and conditions shall be decisive and given priority to the Tatralandia water park rules and the general terms and conditions of the online shop of the GOPASS selling system in every item or term they are different.
15. These SURFING –Surf Waves Tatralandia terms and conditions become effective and come into force on 23.6.2022.