

Based on the Article 27, Paragraph 1, Point 15 of the Decision on Harmonizing Business of the Public Enterprise "Ski Resorts of Serbia" Belgrade with the Law on Public Enterprises "Official Gazette of the Republic of Serbia" number 56/2016, 80/2016 and 91/2016), the acting General Manager of the Public Enterprise "Ski Resorts of Serbia" renders

THE PROCEDURE ON CONDITIONS FOR ACTING IN CASE OF INABILITY TO USE SKI PASS

Point 1

This Procedure stipulates the conditions in the Public Enterprise "Ski Resorts of Serbia" (hereinafter: PE "Ski Resort of Serbia") for acting in case of inability to use ski pass in full capacity by the persons using the service of ski lifts and ropeways (hereinafter: the user).

Point 2

In the event of circumstances due to which the user is not able to use the purchased ski pass in full scale, the user may submit request to the PE "Ski Resorts of Serbia" for the use of the ski pass for the unused number of days during the current or next ski season, or for reimbursement of funds for the unused number of days during the current ski season based on the ski pass (hereinafter: the User Request).

Point 3

The User Request from Section 2 of this Procedure shall be decided on by the Committee for acting in the event of inability to use the ski pass (hereinafter: the Committee).

The Committee will consider the User Request only if the user provides evidence and documentation defined in this Procedure together with the request.

Point 4

The User Request Form may be obtained from Ski Center "Kopaonik", Ski Resort "Zlatibor" and Ski Resort "Stara Planina", and also on the website of the PE "Ski Resorts of Serbia".

Point 5

The User Request shall be submitted to the PE "Ski Serbia" together with the accompanying evidence and documentation.

Upon the receipt of the User Request, it will be submitted to the Committee for further processing.

Point 6

Deadline for submission of the User Request shall be 7 days from the date of the event for which the request is submitted.

The Committee shall act upon the ski pass user's Request within 15 days from the day of the receipt of the User Request.

Point 7

The Committee consists of president and four members.

The Committee reaches a decision which approves or rejects the User Request.

The Committee shall decide on the User Request by decision and shall submit the said decision to the applicant immediately after rendering thereof.

Point 8

If the User Request is approved, by decision referred to in the Point 7, Paragraph 2 of this Procedure the Committee shall extend the validity of the unused ski pass or approve reimbursement of funds pursuant to this Procedure.

In case that, by the decision referred to in Point 7, Paragraph 2 of this Procedure, the User Request is adopted and reimbursement of funds is approved, the calculation of funds for reimbursement to the user is performed in the following manner: price of the certain ski pass is divided with the number of days for which it has been issued, the resulting amount is multiplied with the determined number of unused days for the same ski pass, and the user is paid 70% of the final amount determined in the above stated manner.

The organizational unit responsible for finance and sales in PE "Ski Resorts of Serbia" and the organizational unit responsible for information technologies in PE "Ski Resorts of Serbia" are obliged to take necessary actions regarding the implementation of the Committee's decisions.

Point 9

The basis for the User Request submission is the following:

- User's injury in a public ski resort;
- Death of user's family member.

1. INJURY TO THE USER IN A PUBLIC SKI RESORT

Point 10

Regarding injury to the user in the public ski resort, which is of such gravity that prevents further the use of the ski pass, the injured user may exercise the right to use the ski pass for the unused number of days during the current or the next ski season, or the right to reimbursement of funds for unused number of days during the current ski season.

The beneficiaries of half-day, daily, seasonal and corporate ski pass shall be exempt from the use of unused ski pass or the right to reimbursement of funds on these grounds.

In order to exercise the right to the use the ski pass for the number of unused days during the current or the next ski season, or the right to reimbursement of funds for unused number of days during the current ski season on the grounds of the ski pass, the request submitter shall submit the following documentation:

- the report of the authorized medical center that has a contract with PE "Ski Resorts of Serbia" on provision of health services in the Ski Center "Kopaonik", Ski Resort "Zlatibor" and "Stara Planina", stating that the user is injured while skiing in a public ski resort (original or photocopy);
- ski pass of the user (original or photocopy);

- ID card and/or health card and/or birth certificate for minors, and/or the user passport (original or photocopy).

In the process of deciding upon the User Request, the Committee obtains the following through official channels:

- the report of the Mountain Rescue Service (hereinafter: GSS) about the assistance provided to the user in a public ski resort;
- the Ski Data report on the use of the user ski pass.

Determining the number of days of unused ski pass is performed as follows: The Committee shall determine the number of days for which the ski pass is issued; The Committee shall determine the used, or the unused number of days of ski pass based on Ski Data report (each started day is considered to be the used day).

In order to exercise the right to the use the ski pass for the unused number of days during the current or the next ski season, or the right to reimbursement of funds for the unused number of days during the current ski season on the grounds of the ski pass, the user who was injured in a public ski resort, after the occurrence of the injury and while in the ski resort where the injury occurred, is obliged to promptly call GSS to provide assistance and compile reports on the assistance provided to the user in the public ski resort. Otherwise, the Committee will refuse the User Request in the process of decision rendering.

2 DEATH OF A UNSER'S FAMILY MEMBER

Point 11

When, by reason of death of a family member, the user leaves the ski center/ski resort, the user may exercise the right to use the ski pass for the unused number of days during the current or the next ski season, or the right to reimbursement of funds for the unused number of days during the current ski season on the grounds of ski pass.

In terms of this Procedure, a family member means: spouse, children, parents, brothers, sisters, adoptive parents, adoptees, guardians, persons under custody and persons living in the same household.

The beneficiaries of half-day, daily, seasonal and corporate ski pass shall be exempt from the use of unused ski pass or the right to reimbursement of funds on these grounds.

In order to exercise the right to use the ski pass for the unused number of days during the current or the next ski season, or the right to reimbursement of funds for unused number of days during the current ski season on the grounds of ski pass, the request submitter shall submit the following documentation:

- the death certificate for a user's family member (original or photocopy).
- ski pass of the user (original or photocopy);

- ID card and/or health card for minors and/or birth certificate and/or passport of the user of the user's family members or other appropriate documentation to prove the affiliation to the user's family (original or photocopy).

In the process of deciding upon the User Request, the Committee obtains the following through official channels:

- the Ski Data report on the use of the user's ski pass.

Determining the number of days of unused ski pass is performed as follows:

- The Committee shall determine the number of days for which the ski pass is issued;
- The Committee shall determine the used, or the unused number of days of ski pass based on Ski Data report (each started day is considered to be the used day).

FINAL PROVISIONS

Point 12

In all other cases when the user submits the request for exercising the right to unused ski pass, which are not defined in this Procedure, the Committee reserves the right to discretionary decision on the User Request, depending on the circumstances of each specific case.

Point 13

By purchasing a ski pass the users confirm that they are familiar with the contents of this Procedure.

Point 14

This Procedure shall enter into force on the day of its adoption.

REQUEST
for exercising the right to use the unused ski pass

| | |
|---|-------------------|
| 1 Data on the request submitter (name and last name, residence address, ID card/passport number, contact phone and e-mail address) | |
| 2 Place and date of ski pass purchase | |
| 3 Data on ski pass type (name and last name on the ski pass, serial number) and name of the ski center/ski resort for which it was bought | |
| 4 Data on whether the user started using the ski pass, number of the used ski pass days, and the period during which the ski pass was used | |
| 5 The reason for submitting the request to use the unused ski pass | |
| 6 The suggestion of time slots in which the unused ski pass may be used or suggestion for reimbursement of funds | |
| 7 Annexes: <ul style="list-style-type: none"> • ID card/passport, health card/birth certificate (original or photocopy); • ski pass (original or photocopy); • fiscal receipt (original or photocopy); • other documentation in accordance with the Procedure depending on the specific case (original or photocopy). | |
| | REQUEST SUBMITTER |

In _____, date _____ 20 _____