

Pre-Purchase Information

This document sets out the key pre-booking information that the Operator/Provider provides to potential buyers free of charge and on an ongoing basis prior to the purchase of a ticket.

The purpose of this information is to enable Participants to make a considered and informed decision about taking part in the activities. Because nature-based adventure tourism activities (climbing at height, zipline descents) inherently involve certain unavoidable risks, this section clearly identifies the sources of the key risks and the associated strict safety requirements, conditions, and restrictions that Participants must meet in order to ensure maximum safety.

Terms capitalized in this document have the same meaning as the terms defined in the General Terms and Conditions of Business.

1.1. Provider/Operator

- Name: NOD d.o.o.
- Address: Podhom 3, 4247 Zgornje Gorje
- Email: info@nodpark.com
- Phone number: +386 64 165 839
- Registration number: 8045674000
- VAT ID: SI 17207932
- VAT liable: Yes

For additional information, please contact our staff at the ticket desk.

1.2. Standards and Certificates

- The Provider holds, and the Park operates in accordance with, the following standards:
 - SIST EN 15567-1 (Rope adventure parks – Part 1: Construction and safety requirements)
 - SIST EN 15567-2 (Rope adventure parks – Part 2: Operating requirements)
 - SIST ISO 21103 (Adventure tourism – Information for participants)
- Certificates of conformity were issued by an independent certification body.
- The Provider holds all licenses, operating permits, and approvals required for the safe conduct of adventure tourism activities in accordance with the applicable legislation of the Republic of Slovenia. Instructors and rescuers are trained in accordance with the requirements of standard SIST EN 15567-2.

1.3. Description of Activities, Difficulty, and What Is Included in the Price

1.3.1. Climbing Park and Zipline Area

- Description: Independently completing various climbing Courses at height, consisting of footbridges, nets, swinging elements, and crossings between trees/posts, as well as zipline descents
- Components: Safety training and use of the climbing and zipline Courses. The approximate duration of a visit is up to 3 hours.
- Included in the price of the basic ticket: A ticket that includes use of the climbing and zipline Courses, rental of personal protective equipment, and supervision by Instructors, as set out in the General Terms and Conditions of Business.

1.3.2. Free Fall

- Description: The Active Participant jumping from an elevated Platform
- Components: Safety training and the jump from the Platform. The approximate duration of the visit depends on the number of jumps purchased; a single jump takes approximately 15 minutes.
- Not included in the price of the basic ticket: The Free Fall jump is not included in the price of the basic ticket; a separate ticket is required for each jump in addition to the basic ticket. The separate ticket covers solely the individual jump or jumps, rental of Protective Equipment, and supervision by instructors, as set out in the General Terms and Conditions of Business.

1.3.3. Number of Participants and Staff

- There is no minimum number of Participants for individual visits. For safety reasons, the maximum number of Active Participants who may be on a given Course at the same time is:
 - Climbing Park and Zipline Area: up to: 150 persons,
 - Free Fall: up to 3 persons on the Platform.
- In addition to the overall capacity limit on each Course, strict safety limits also apply to the number of persons on individual Elements and Platforms. Due to the specifics of the natural environment and the structures involved, these limits are set individually and are clearly indicated on warning signs at the location itself (e.g., before entry to a given Course, Element, or Platform).
- The Operator ensures that, during the Park's operating hours, a sufficient number of professionally trained Instructors continuously monitor the activities. The number of Instructors on site is adjusted to the current number of Active Participants and/or the occupancy of the Courses in order to ensure smooth and safe operation.
- In the case of an organized school, sports, or other youth group, the Business Customer must ensure the presence of Accompanying Teachers or Group Leaders. The ratio between the number of Accompanying Teachers or Group Leaders and the Business Customer's participants is strictly adjusted to the children's age and the requirements of the safety standards.

1.3.4. Included Services, Equipment, and Amenities

- As part of the basic Park ticket and the separate Free Fall ticket, the Operator does not provide organized transport to the location, transfers, or accommodation. These services are not part of the contract and must be arranged independently by the Participant.
- Rental of protective equipment is included in the price of the basic ticket and the Free Fall ticket.
- Food and drink are not included in the ticket price. Catering is available to Participants on site at the Park's catering facility, in accordance with a separate price list.
- Maintained public restrooms are available to Participants free of charge at the Park during operating hours. The Park does not have changing rooms for Active Participants. Lockable lockers are available at the Park's central location for storing personal belongings and backpacks.

1.4. Difficulty and Terrain Characteristics

- The activities take place outdoors, in a natural forest environment and on unimproved or purpose-built natural surfaces. Participants must take into account the specific technical difficulty of the terrain for each activity.
- The access paths to the Courses and the terrain directly beneath the Elements are natural forest ground. The terrain includes natural obstacles such as exposed tree roots, stones, uneven slopes, rocks, and occasionally slippery undergrowth. Moving on the ground requires care and stable, closed footwear.

1.5. Difficulty Levels and Rating Criteria

- The difficulty of the activities in the Park is clearly indicated by color codes (e.g., green – easy, blue – medium, red/black – difficult).
- The Climbing Park and Zipline Area require average physical fitness, coordination, and the absence of a panic fear of heights (psychological readiness). The more demanding Courses require greater upper-body strength. No prior climbing experience is required, as all necessary skills are taught by the Instructors during the Safety Training. The Free Fall trial additionally requires a high degree of psychological stability and determination at the moment of the jump.
- All activities take place outdoors in a natural environment. In the event of storms/strong wind or extremely high temperatures, the activities will be immediately suspended or cancelled for safety reasons, in accordance with the General Terms and Conditions of Business. During the summer or warmer part of the year, Active Participants must themselves ensure adequate sun protection (headwear, sunscreen) and sufficient intake of non-alcoholic fluids (water) before and during the activities, in order to prevent dehydration or heatstroke.
- Active Participants must also meet the minimum/maximum height, weight, and age requirements, which are precisely defined in the General Terms and Conditions of Business.

1.6. Sequence and Timing of the Visit

- All activities take place at the Park location. Upon arrival, all customers must first report to the Park's ticket desk/reception, which serves as the entry and gathering point and the place where Protective Equipment is issued.
- The Park operates according to a published schedule. Participants may enter at any time during operating hours, provided that the last entry is permitted no later than 2 hours before the Park closes.
- For pre-booked groups, a specific start time is set. Participants are required to report to reception at least 15 to 20 minutes before the booked time slot for registration, payment, and collection of equipment. Arriving late for the time slot may result in a shortened activity without a refund.
- No organized breaks are scheduled during the activities in the Park. Active Participants may schedule breaks on their own. Participants may leave the Courses at any time for a longer break, to use the restrooms, or to visit the catering facility, but the validity period of the ticket is not extended as a result. After completing the activities, Active Participants may remain for an unlimited time in the Park's common areas (e.g., the catering area) within operating hours, free of charge.

1.7. Availability of Emergency Assistance and Rescue

- The Operator ensures the continuous on-site presence of Authorized Persons of the Operator who are trained in technical rescue and lowering persons from height using specialized equipment. First aid equipment is available throughout the Park area, and an adequate number of the Operator's Authorized Persons are trained to provide first aid until the arrival of emergency services.

1.8. Accessibility for Vulnerable Groups and Children

- Due to the nature of the activities/courses at height, the Park is not adapted for persons with severe mobility or sensory impairments.
- The Park is not suitable for very young children; however, they may use the dedicated low children's courses located next to the Park free of charge.
- Older persons take part in the activities based on their own assessment of their health condition and physical capabilities.

1.9. Environmental Protection

- Because the Park is located in a natural forest environment, Participants are required to strictly observe the rules for reducing human impact and preserving nature and forest order (no littering, damaging undergrowth, or frightening or disturbing wildlife). Participants must dispose of all waste exclusively in the designated bins.
- Open fires are strictly prohibited throughout the entire Park area, except at the fire pits specifically designated for that purpose within the picnic area, and excessive noise (e.g., the use of portable speakers or shouting unrelated to the nature of the activities) is likewise prohibited.

1.10. Awareness of Risks and Liability

- Despite all safety measures, certified equipment, and supervision by trained Instructors, the activities in the Park involve certain unavoidable risks that may result in material damage or bodily injury.
- In accordance with the General Terms and Conditions of Business, signing the Declaration of Liability and Assumption of Risk is a mandatory condition for Active Participation in the Park. Without a signed Declaration, Active Participation is not possible, regardless of any ticket purchased beforehand.
- By signing the Declaration, the Active Participant confirms that they knowingly assume all risks associated with the activities and accept full responsibility for their own conduct, for complying with all safety instructions, for observing the warning signs, and for the correct use of the protective equipment.

1.11. Insurance

- The Operator does not provide Active Participants with any accident or health insurance for the duration of the activities in the Park, and recommends that Participants arrange appropriate insurance on their own prior to the visit.
- The Operator holds general liability insurance covering damage caused to third parties.

1.12. Factors That May Disrupt, Change, or Cancel the Activities

- Because the activities take place outdoors in a natural environment, they may be subject to unpredictable factors (e.g., extreme weather conditions, heat waves, force majeure, or

urgent technical maintenance work) that may cause disruptions in operation, partial changes to routes, or complete cancellation of the activities.

- All of these factors, as well as the rules regarding alternative time slots, credit notes, or (proportional) refunds, are precisely defined in the General Terms and Conditions of Business.

1.13. *Safety Training and Test Location*

- Active participation in the park is conditional on successfully completing the Safety Training.
- The training is led by qualified Instructors and takes place on a dedicated practice area within the Park.
- During the practical test, the Participant must successfully demonstrate the correct use of the prescribed protective equipment and mastery of the techniques for safe movement on the Course. If a participant does not pass the test successfully or shows signs of panic fear, the Instructor will, for safety reasons, refuse to allow Active Participation.

1.14. *Personal Equipment and Clothing of the Participant*

- For the safe conduct of the activities, every Active Participant must wear suitable footwear and clothing, ensure that long hair is tied back, and remove all dangling jewelry, watches, and other items before the start of Active Participation that could become caught or damage the equipment, in accordance with the General Terms and Conditions of Business.

1.15. *Health Requirements, Psychophysical Fitness, and Required Information*

- Active use of the park is not suitable for persons for whom physical exertion, height, or psychological strain could pose an increased risk to health or safety.
- All health and physical fitness requirements, as well as the precise list of personal data that the Active Participant must provide before starting the activities, are set out in detail in the General Terms and Conditions of Business.

1.16. *Complaint Resolution*

- All conditions, deadlines, and procedures applicable in the event of cancellation or interruption of activities by the Operator, cancellation of a time slot by the Customer, and the complete procedure and deadlines for filing complaints due to deficiencies in the service are set out in detail in the General Terms and Conditions of Business.