

Based on Article 31, item 3 and item 11 of the Statute of the Public Enterprise "Gold Gondola Zlatibor - consolidated text", number 01-313-4/2024 of November 30, 2023, the Director of the Public Enterprise "Gold Gondola Zlatibor" hereby adopts

PROCEDURE
on the operation of the ticket office

- Consolidated text -

PART OF THE DECISION

Article 1

This procedure regulates the method of operation of employees at the ticket office, namely the issuance of tickets at prices different from those established by the official Price List of the Public Enterprise "Gold Gondola", the procedure in the event of user complaints, i.e. refunds or issuance of replacement tickets, rules related to VIP tickets, as well as other issues of importance for the work of employees selling tickets for gondola rides.

TICKET SALES BEYOND REGULAR PRICES

Article 2.

Employees at the ticket office who sell tickets shall issue tickets in accordance with the valid Ticket Price List of the PE "Gold Gondola Zlatibor", and in accordance with the Procedure on the Method of Approving Discounts for Cable Car Rides and Storing Personal Data.

The Price List of the PE "Gold Gondola Zlatibor" determines the categories of users who can receive a discount for riding the panoramic gondola.

Issuing tickets at prices different from those established by the official Price List of the PE "Gold Gondola" is possible only in the event of deviations, announced in advance by the Marketing Service, and based on the official request of the user for the issuance of preferential, i.e. free, tickets.

PROCEEDINGS IN THE EVENT OF A USER COMPLAINT

Article 3.

A complaint is a complaint or grievance regarding a service provided by the Public Enterprise "Gold Gondola Zlatibor" within the framework of performing an activity that is not in accordance with the contracted one, as well as a complaint due to an incorrectly calculated price.

Users can file a complaint orally at the point of sale where the service was purchased, or electronically to the email address: pravnasluzba@goldgondola.rs, with the delivery of the original

invoice and purchased ticket for inspection or other evidence proving that they used the services of the Public Enterprise "Gold Gondola Zlatibor".

In the event of the inability to provide the contracted service due to adverse weather conditions (bad weather conditions, strong wind, thunderstorms or interruption of the gondola operation due to force majeure, etc.), passengers will be issued a replacement ticket with a validity period of 7 (seven) days.

If conditions change during the ride, making it impossible to continue the gondola operation (due to bad weather conditions, force majeure, etc.), passengers who have reached the final gondola station, Tornik, will not be refunded, and if they have finished the ride earlier, at the intermediate station, passengers can request a refund or the issuance of a replacement ticket with a validity period of one month at the box office. Employees of the PE "Gold Gondola Zlatibor" will mark the unused ticket (with the mark "MS" if the ride ended at the intermediate station, or "T" if the ride ended at the final station at Tornik), which will determine which of the complaint rights the passenger has the opportunity to exercise.

Holders of tickets purchased online, or holders of tickets obtained or purchased from other sellers, cannot be refunded or exchanged at the ticket office at the starting station of the gondola.

In the case of a refund due to an unused ticket, the refund will be made in cash when the ticket was paid for in cash at the time of purchase. A refund through an account will be made in the case of purchasing tickets by card, except in the case of a bank card from abroad, when the refund is made in cash.

The passenger is obliged to request a replacement for an unused ticket, based on the complaint referred to in this article, on the same day, at the ticket office of the PE "Gold Gondola Zlatibor", and the deadline for responding to this request is 15 days from the date of submitting the proper request.

PETS

Article 4.

Transportation of passengers accompanied by pets is possible with the purchase of a special ticket for a pet, which amounts to 4,000 RSD (four thousand dinars).

Employees at the ticket office are obliged to ask passengers whether they are travelling with a pet, inform them about the conditions of travel in this way, and issue a special ticket for the transportation of pets with the tickets, which is an annex to this Procedure.

CABIN RENTAL

Article 5.

The service that involves cabin rental is possible in the following cases, in accordance with the description and prices from the valid Price List of services of PE "Gold Gondola Zlatibor":

When purchasing a ticket that involves cabin rental, passengers will be given an appropriate label with clearly visible data on the rental and possible right to priority passage, as well as basic information in printed form about the type and specifics of the purchased rental, which they hand over to the executive workers at the starting station. The aforementioned label will be placed in the cabin during the ride, and will be the basis for the executive workers, at Tornik, to ensure the right of priority passage upon return, if such a service has been purchased.

1. Cabin rental – up to five people

Cabin rental allows cabin rides only for holders of this ticket, for a maximum of five people, and does not provide priority passage at gondola stations.

2. VIP cabin rental – up to five people, with priority passage

Purchasing a “VIP cabin rental” ticket gives passengers priority passage at the starting station upon departure, as well as at the final station, at Tornik, on the return, to the cabins specifically marked for that purpose.

3. Cabin rental with Brunch service

4. Cabin rental “Romantic journey”

Brunch and romantic cabin service ticket holders have priority passage to the cabins upon departure from the starting station of the gondola, while upon return from Tornik they have priority passage, but not to the same cabins.

When, due to unfavorable weather conditions and other extraordinary situations that cannot be influenced, the gondola must be closed before the end of regular working hours, employees are not obliged to provide any passenger with the right to priority passage.

FINAL PROVISIONS

Article 6.

For everything not regulated by this Procedure, the provisions of the Consumer Protection Law shall apply.

This procedure shall be displayed on the notice board and at the point of sale of the PE "Gold Gondola Zlatibor".

Director of the PE "Gold Gondola Zlatibor"
Bojana Božanić