



SNOW ARENA INTERNAL RULES AND REGULATIONS

1. GENERAL PROVISIONS

1.1 Terms used in these Rules:

1.1.1 **Card** (ski-pass) – a pass purchased or otherwise lawfully obtained from Snow Arena granting the right to use the Slopes;

1.1.2 **Visitor(s)** – any person(s) visiting Snow Arena;

1.1.3 **Snow Arena** – the Snow Arena branch of *Druskininkai Recreation and Health Centre AQUA*, both as an entity (operator) and as a facility, including the Slopes, other premises (cafés, passageways, rest areas, changing rooms, etc.), and its grounds;

1.1.4 **Rules** – these regulations governing conduct on the Slopes and in all other Snow Arena premises and grounds;

1.1.5 **Slopes** – the beginner slope, main slope, outdoor slope, and other areas within Snow Arena covered with snow.

1.2 These Rules regulate conduct, rights, and obligations on the Slopes and in all other Snow Arena premises (cafés, passageways, rest areas, changing rooms, etc.) and grounds.

1.3 The legal relationship between a Visitor and Snow Arena is governed by these Rules, the Civil Code, and other applicable legislation. The legal relationship begins when a person acquires a Card and becomes a Visitor. Once a ticket is purchased, entry and exit through the turnstiles are permitted only once.

1.4 Only the person holding a Card may use the Slopes. Snow Arena grants Visitors permission to use the Slopes solely under the conditions of these Rules. The Visitor must retain the purchased or otherwise lawfully obtained Card for the entire duration of their stay in Snow Arena (until exiting through the turnstiles) and present it to Snow Arena staff upon request. Cards are sold no later than 1.5 hours before closing time.

1.5 Every Visitor agrees to and undertakes to comply with these Rules. Visitors must also comply with all other lawful instructions issued by Snow Arena, including notices, signs, boards, verbal directions from representatives, and any other informational markings.

1.6 These Rules are binding on all persons present in Snow Arena and on the Slopes.

1.7 Persons under the age of 16 may use the Slopes only when accompanied and supervised by an adult. The accompanying adult bears full responsibility for the minor.

2. GENERAL SAFETY PROVISIONS AND CONDUCT AT SNOW ARENA

2.1 The minimum skills and knowledge required to use the Slopes are:

2.1.1 The ability to stop safely;

2.1.2 The ability to control speed;

2.1.3 The ability to turn;

2.1.4 The ability to use ski lifts.

2.2 In order to avoid posing a risk to themselves or to others, Visitors who lack the minimum required skills and knowledge are not permitted to use the Slopes without the assistance of an instructor.

2.3 Snow Arena is a cold, ski-specific facility; therefore, Visitors must ensure they are properly equipped with suitable clothing, equipment, and any other items or accessories they individually require. Visitors without suitable clothing or equipment may rent these for an additional fee from the ski rental point located inside Snow Arena. Rented equipment must be returned in full and at once.

2.4 Visitors with health conditions (physical and/or mental) must consult a physician to determine whether skiing on the Slopes may endanger their health or pose a risk to Snow Arena operations or to other Visitors. If there is any risk (or doubt), the Visitor is not permitted to use the Slopes.

2.5 On the main slope, emergency telephones marked with SOS signs are available for Visitors to call for assistance in case of an accident.

2.6 Those wishing to improve their skiing, snowboarding, or lift-usage skills may, for an additional fee, request lessons from Snow Arena instructors.

2.7 Food and drinks may only be consumed in designated cold-area bars (the intermediate "Bo" bar and the finish bar). It is strictly prohibited to be on the Slopes under the influence of alcohol (any blood alcohol level above 0.0‰), narcotics, psychotropic, or other substances. Visitors agree in advance to submit to a sobriety check with a breathalyzer upon request by Snow Arena staff.

2.8 To ensure safety and order, Visitors are prohibited from:

2.8.1 Engaging in any activity that endangers the safety of slope or lift use;

2.8.2 Smoking inside Snow Arena premises;

2.8.3 Leaving minors or supervised persons unattended if they are not permitted to use the Slopes independently;

2.8.4 Removing rented clothing or equipment from Snow Arena or damaging it (intentionally or negligently);

2.8.5 Entering through turnstiles without authorization or accessing staff-only premises (a violation incurs a €50 fine);

2.8.6 Conducting any commercial activity (including but not limited to ski lessons) or advertising without prior written consent from Snow Arena, regardless of whether it involves financial gain;

2.8.7 Using the Ice Wall without prior written consent from Snow Arena;

2.8.8 Using sleds or any equipment other than alpine skis, snowboards, snow bikes, or (on the beginner slope only) tubing tyres;

2.8.9 Littering in Snow Arena;

2.8.10 Leaving personal belongings, clothes, or equipment outside designated areas;

2.8.11 Taking photographs or videos without explicit permission.

2.9 In addition to other obligations in these Rules, Visitors must protect their property:

2.9.1 Properly supervise all personal belongings;

2.9.2 Safeguard equipment against theft or loss;

2.9.3 Protect equipment condition by choosing safe speed and descent trajectory.

3. USE OF LIFTS

3.1 Snow Arena operates two types of lifts (seated and standing), designed to transport Visitors from the bottom of the slope to the top.

3.2 The main lift rules are as follows:

3.2.1 Visitors must observe queue discipline when approaching the lift;

3.2.2 Visitors may sit (on a chairlift) or stand (on a surface lift) only in the designated area;

3.2.3 Skiers carrying poles must remove wrist straps and hold poles in their hands. Snowboarders must release one foot from the snowboard binding;

3.2.4 Visitors must position skis or snowboards in the direction of the lift line;

3.2.5 Visitors are prohibited from disembarking before reaching the designated safe zone;

3.2.6 Before lifting the safety bar on a chairlift, Visitors must ensure that it is not caught on their clothing or equipment;

3.2.7 After reaching the top of the slope by lift, Visitors must promptly clear the unloading area in the direction of the slope and, if necessary, stop only in a safe place;

3.2.8 Visitors with no prior experience using lifts must inform Snow Arena staff;

3.2.9 If the lift poses any kind of danger, the Visitor must request that it be stopped;

3.2.10 If a Visitor chooses not to use the lift and climbs the slope on foot, they must do so along the side of the specific slope and in a way that does not endanger descending Visitors.

4. USE OF SLOPES

4.1 Before beginning a descent, Visitors must ensure they do not pose any risk to themselves, to other Visitors, or to any property. To this end, each Visitor must individually assess their own abilities, the condition of the Slopes, the presence and trajectory of other Visitors, the presence of objects on the Slopes, snowmobile movement, and any other relevant circumstances. This provision applies equally to individual maneuvers.

4.2 A Visitor may begin a descent only after ensuring that it can be done safely. Visitors are prohibited from starting a descent if there is any doubt about the possibility of descending safely. This provision applies equally to individual maneuvers.

4.3 While descending, a Visitor may overtake another Visitor only after ensuring that the maneuver is safe. In all cases, the overtaking Visitor must maintain a safe distance. A Visitor approaching from behind must choose a course and maneuver that does not endanger the Visitor in front.

4.4 Visitors must ski or snowboard only with appropriate equipment and clothing. The use of defective or unsafe equipment is prohibited. A helmet must be worn at all times while on the Slopes.

4.5 Visitors are prohibited from descending in a straight line only and/or at unsafe speeds.

4.6 Visitors must provide assistance to any injured person in the event of an accident. All accidents must be reported immediately to Snow Arena staff.

4.7 Stopping is permitted only in clearly visible areas at the edge of a specific slope. Visitors must avoid stopping in fast sections of a slope, in narrow areas, or in places with limited visibility, except when it is strictly necessary to avoid negative consequences.

4.8 A Visitor who has fallen must make every effort to leave the fall area immediately—by continuing the descent or by moving to the nearest edge of the slope.

5. USE OF THE SNOWPARK

5.1 A special Snowpark is located on the Slopes. This area is intended for professionals and carries an increased level of risk.

5.2 In addition to the general requirements set out in these Rules, the following additional safety rules apply in the Snowpark:

5.2.1 The Snowpark may only be used by persons with the necessary experience and special preparation;

5.2.2 Only snowboards or skis specifically designed for use in a Snowpark may be used;

5.2.3 Equipment rented at Snow Arena may not be used in the Snowpark.

6. USE OF “TUBING” INNER TUBES

6.1 Snow Arena offers a “Tubing” inner tube service.

6.2 Descending on a “Tubing” inner tube is permitted only in a safe position – lying on the back, feet first, facing downhill.

6.3 Use of “Tubing” inner tubes is permitted only on the beginner slope.

7. LIABILITY

7.1 Visitor's Liability:

7.1.1 The Visitor shall be liable for any damage directly or indirectly caused to Snow Arena and/or to any third parties;

7.1.2 Skiing is in all cases a high-risk activity, involving a real risk of damage to health and property. By deciding to engage in this activity and/or to remain on the Slopes where such activity is carried out, the Visitor assumes all related risks;

7.1.3 In the event of a collision, the Visitor shall be liable for damage caused to the Visitor skiing further downhill;

7.1.4 If the Visitor fails to comply with any of these Rules, Snow Arena shall have the right to unilaterally cancel the Card (payments made are non-refundable) and/or prohibit the use of the Slopes (or specific Slopes);

7.1.5 The risk of losing the Card lies with the Visitor, i.e. a Visitor who has lost the Card no longer has the right to use the Slopes (including cases where the Visitor has received the Card free of charge);

7.1.6 A Visitor who damages equipment and/or clothing rented from Snow Arena must fully compensate for the damage.

7.2 Snow Arena's Liability:

7.2.1 Snow Arena shall not be liable for injuries, accidents, health disorders, or harm to other persons suffered by Visitors;

7.2.2 Snow Arena shall not be liable for accidents or losses incurred by a Visitor or third parties as a result of violations of these Rules or of decisions adopted on the basis of these Rules;

7.2.3 Snow Arena shall not be liable for any damage (decrease in value) or loss of ski equipment or other property on the Slopes;

7.2.4 Snow Arena shall not be liable for the security of belongings left in lockers located in the changing area;

7.2.5 Considering the specific nature of Snow Arena's activities, snow conditions may constantly change; therefore, Snow Arena shall not be liable for ensuring uninterrupted uniform quality of the Slopes;

7.2.6 Snow Arena shall not be liable for incidents arising from the physical and/or mental health characteristics and/or disorders of the Visitor;

7.2.7 Snow Arena shall not be liable for temporary suspension of access to lifts and Slopes due to technical obstacles (in such cases the service price shall not be recalculated and no refunds shall be made).

7.3 The Visitor is informed that disputes related to consumer relationships are resolved by the State Consumer Rights Protection Authority and by the courts of the Republic of Lithuania. Visitors who are not consumers (for example, professional athletes in training) are informed that disputes shall be resolved by the courts of the Republic of Lithuania.

8. PERSONAL DATA PROTECTION

8.1 Snow Arena monitors its entire premises by means of video surveillance cameras and collects Visitors' names, surnames, and contact details.

8.2 The data controller is UAB "Druskininkų sveikatinimo ir poilsio centras AQUA", legal entity code 300076944, registered office address: Druskininkai, Vilniaus al. 13-1, tel. [+370 313 52341], e-mail: [admin@aquapark.lt], websites: www.snowarena.lt, www.aquapark.lt.

8.3 The purpose of data processing is to provide quality services (perform the contract), fulfil legal obligations, and protect the interests of individuals. Without personal data, this would not be possible.

8.4 The legal basis for data processing is: legal obligation, contract, protection of individuals' interests.

8.5 The Data Protection Officer's contact details - [+370 614 87739].

8.6 Data retention period - no longer than necessary to achieve the purposes indicated in this notice.

8.7 Your personal data may be provided (for the performance of legal obligations and administration):

8.7.1 to providers of IT, server, mail, archiving, and accounting services;

8.7.2 to notaries, bailiffs, lawyers, consultants, auditors;

8.7.3 to law enforcement and supervisory authorities, as well as other state and municipal institutions, courts, and other dispute resolution bodies.

8.8 Please be informed that, under established grounds, the General Data Protection Regulation grants the data subject the following rights: the right to access their data and information on how it is processed; the right to request rectification of personal data or, considering the purposes of data processing, to have incomplete personal data completed; the right to request the deletion of data or suspension of processing (except storage); the right to request restriction of data processing; the right to data portability; the right to lodge a complaint with the State Data Protection Inspectorate; the right to withdraw consent, if given, or the right to object if such consent is requested. Data subject rights may be exercised only after establishing the identity of the data subject and assessing the validity of the request in each individual case.

8.9 Please be informed that you have the right to lodge a complaint with the supervisory authority – the State Data Protection Inspectorate (L. Sapiegos g. 17, 10312 Vilnius, tel. +370 5 271 28 04, +370 5 279 1445, el. p. ada@ada.lt).