

**General Terms and Conditions of the Online Store of the Institute of Sport of  
the Republic of Slovenia Planica  
(NC Planica Department)**

**1. Definition of Terms**

The owner, administrator, operator of the website and domain [www.nc-planica.si](http://www.nc-planica.si), and the seller is the Institute of Sport of the Republic of Slovenia Planica (hereinafter: the Seller), Dunajska cesta 22, 1000 Ljubljana, company registration number: 3577970000, VAT ID: SI85753823. The Seller is registered in the court register at the District Court in Ljubljana under registration numbers Srg 2009/18189 and 2010/4430, bank account: SI56 0110 0600 0028 444, held with Bank of Slovenia Ljubljana.

For the purposes of these General Terms and Conditions, a consumer is any visitor to the website [www.nc-planica.si](http://www.nc-planica.si) who, by using the Regiondo online reservation system (a plugin on the website), purchases a service (NC Planica tourist product) – in the form of a time slot booking or a gift voucher – for purposes outside their professional or commercial activity. The purchase of the service may be completed in the Slovenian or English language.

For the purposes of online purchases, consumers may save and/or print these General Terms and Conditions.

**2. Published Prices**

NC Planica tourist products are offered at prices valid (according to the Seller's price list) on the day of the purchase via the website or on the day a pro forma invoice is sent to the consumer, as listed on the website [www.nc-planica.si](http://www.nc-planica.si). The prices published on the website already include value added tax (VAT).

In the event of a price reduction, the reduced price and the previous price are clearly indicated. The previous price is the lowest price applied by the Seller within 30 days prior to the reduction.

**3. Purchase of the NC Planica tourist product**

The consumer purchases a NC Planica tourist product on [www.nc-planica.si](http://www.nc-planica.si), in the form of a time slot booking or a gift voucher, and completes the payment.

Purchasing a NC Planica tourist product in the form of a time slot booking means that the consumer selects the time of using the selected NC Planica tourist product at the time of purchase.

Purchasing a NC Planica tourist product in the form of a gift voucher means that the time of using the selected NC Planica tourist product may be selected within up to 36 months from completing the purchase (gift voucher validity period).

The contract is concluded when the consumer places the purchase order and pays the purchase amount using a debit or credit card (American Express, MasterCard®, Visa, etc.).

After the purchase/payment is completed, the consumer receives an email with a confirmation or a voucher containing all details of the purchase of the NC Planica tourist product, as well as the invoice. The consumer may also, via this email, later access the confirmation or voucher through the Regiondo online reservation system.

The consumer may also choose to purchase a NC Planica tourist product in the form of a gift voucher via a payment based on a pro forma invoice. This option, however, is not available directly on our website.

Based on the consumer's inquiry sent to the email address [infp@nc-planica.si](mailto:infp@nc-planica.si) or by phone at +386 31 689 806, we will send a pro forma invoice to the consumer's email address. The payment deadline is 8 days after receiving the invoice.

In case of purchasing a gift voucher based on a pro forma invoice, the contract is concluded when the consumer pays the pro forma invoice.

If the Seller receives the payment by 3:30 PM, the gift voucher will generally be posted the same working day. For the payments received after 3:30 PM, the gift voucher will be posted the next working day.

The consumer is responsible for providing correct contact information during the purchase process, especially the address and the email address when requesting a pro forma invoice via email.

#### **4. Gift Voucher Redemption Procedure**

**For online purchases**, the gift voucher includes its validity period and instructions for its redemption. Accordingly, the consumer must:

1. Enter the gift voucher code at: <https://nc-planica.regiondo.com/voucher> .
2. Select the desired date and time.
3. Receive booking confirmation via email.

**For purchases paid via a pro forma invoice**, the gift voucher, received by the consumer by mail, includes its validity period and a request for a prior booking by phone or email.

If the consumer does not make a booking, the Seller is not obliged to guarantee availability.

#### **5. Changing the Booked Time Slot**

The booked time slot may be changed no later than 3 working days before the reserved time slot, unless otherwise specified for an individual tourist product.

The request for changing the time slot must be submitted in time by email to [infp@nc-planica.si](mailto:infp@nc-planica.si) or by phone at +386 31 689 806.

#### **6. Validity of Gift Vouchers**

Gift vouchers are valid for 36 months from the conclusion of the contract.

The request to extend the validity of the gift voucher must be submitted before the voucher expires by email to [infp@nc-planica.si](mailto:infp@nc-planica.si) or by phone at +386 31 689 806.

#### **7. Right to Withdraw from the Contract**

The consumer may exercise the right to withdraw from the contract within 14 days of the conclusion of the contract (purchase date), without stating a reason for their decision.

To exercise this right, the consumer must notify the Seller of the decision to withdraw from the contract with an unequivocal statement sent to: [info@nc-planica.si](mailto:info@nc-planica.si) or by mail to the Seller's address: Dunajska cesta 22, 1000 Ljubljana. The consumer may optionally use the sample withdrawal form (included in this document below).

Effects of the withdrawal from the contract:

If the consumer withdraws from the contract, the Seller shall reimburse all payments received without undue delay and in any case no later than 14 days from receiving of the withdrawal notice, provided that the service has not yet been performed. Reimbursement will be made using the same payment method used for the original transaction.

Under no circumstances shall the consumer bear any costs as a result of the withdrawal from the contract or reimbursement.

## **8. Shipping Costs**

There are no additional costs related to the shipping or production of gift vouchers for the consumer.

If when purchasing gift vouchers, the consumer selected a payment based on a pro forma invoice and the Seller receives the payment by 3:30 PM, the gift voucher will generally be posted the same working day. For the payments received after 3:30 PM, the gift voucher will be posted the next working day.

Only personal data necessary for the delivery are provided to Pošta Slovenije d.o.o., the Seller's postal service provider.

## **9. Non-Conformity of the Performed Service**

The service is not in conformity with the contract, in particular when:

- It does not correspond to the description, type, quantity, quality and functionality specified in the contract;
- It is not suitable for the purpose for which the consumer requires it and which was communicated to and accepted by the Seller upon the conclusion of the contract at the latest;
- It is not performed with due care and professional competence.

In the event of non-conformity of the service, the consumer having notified the Seller may, under the Consumer Protection Act:

1. Request a re-performance of the service;
2. Request a partial refund of the purchase price in proportion to the non-conformity;
3. Withdraw from the contract and request a refund of the amount paid.

The consumer may exercise their non-conformity rights if they notify the Seller within two months of the date the service was provided by email at [info@nc-planica.si](mailto:info@nc-planica.si), by mail to Dunajska cesta 22, 1000 Ljubljana, or in person at the checkout counter of the store in the Main Cross-Country Skiing Facility (OOST). The consumer must describe the defect precisely.

If the nature of the defect allows an immediate resolution at the location, the consumer is advised to report the defect immediately in person and notify the Seller, upon which they will receive a written confirmation.

If the seller determines that the existence of the material defect is undisputed, they shall comply with the consumer's claim arising from the material defect immediately or no later than within eight days.

## **10. Out-of-Court Resolution of Consumer Disputes**

In accordance with the applicable legal regulations, the Seller does not recognize any provider of out-of-court consumer dispute resolution as competent to resolve a consumer dispute that the consumer may initiate pursuant to the Act on Out-of-Court Resolution of Consumer Disputes.

As a provider of goods and services offering online sales, the Seller publishes on its website an electronic link to the Online Dispute Resolution (ODR) platform for consumer disputes. The platform is available to consumers here:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=SL>

This arrangement is based on the Act on Out-of-Court Resolution of Consumer Disputes, Regulation (EU) No. 524/2013 of the European Parliament and of the Council on online dispute resolution for consumer disputes, and the amendment to Regulation (EC) No. 2016/2004 and Directive 2009/22/EC.

## **11. Jurisdiction and Applicable Law**

Any disputes between the consumer and the Seller shall be resolved amicably whenever possible; otherwise, they shall be decided by the competent court in Ljubljana. In the event of legal disputes related to this business relationship, Slovenian law shall apply exclusively.

## **12. Copyright**

All content published on the website is the exclusive property of the website owner and is protected by applicable copyright laws. In addition to the text and data, the content also includes the entire graphic design of the website with all graphic elements.

All copyrighted works are protected automatically upon creation and do not require a special marking. In accordance with the intellectual property law provisions, it is not necessary to add a copyright notice (e.g. protected by copyright, copyright, ©, etc.) to the copyrighted material, as it is protected from the moment of creation. Unauthorized persons are prohibited from reproducing, distributing, modifying, publicly displaying, broadcasting or otherwise exploiting the copyrighted work.

Copying, distributing or modifying any information without the prior written consent of the owner is prohibited.

The owner reserves the right to take action against infringers in the event of identified violations of intellectual property rights.

## **13. Amendments to the General Terms and Conditions**

The Seller reserves the right to make any amendments, either partial or complete, to any part of the General Terms and Conditions without a special notice and without limitation. Amendments shall take effect from the moment they are published on the website. The Seller undertakes to ensure that the valid terms and conditions are always easily accessible on the website [www.nc-planica.si](http://www.nc-planica.si).

The last update of the General Terms and Conditions: 11 February 2026, effective from 12 February 2026 onward.

**Institute of Sport of the Republic of Slovenia Planica,  
NC Planica Department**