SKISTAR GROUP & CONFERENCE BOOKING TERMS & CONDITIONS- CORPORATE CUSTOMERS 2026:09

These general booking terms constitute a master agreement between SkiStar and the Customer and establish the overall terms and conditions applicable to all future individual bookings of group and conference arrangements made by the Customer through SkiStar Group & Conference. The master agreement is entered into when the Customer has confirmed acceptance of these general booking terms, which is a prerequisite for the purchase of future Arrangements. These terms apply solely to Customers acting in the course of business who purchase Arrangements for their employees, contractors or other persons connected to their business for business travel purposes. By accepting these general booking terms, the Customer confirms that the Arrangements are intended to be used for such purposes. SkiStar and the Customer agree that the Swedish Package Travel Act (2018:1217) shall not apply to bookings made by the Customer under these general booking terms, as they constitute a master agreement for business travel. If the Customer has previously entered into a master agreement with SkiStar, these terms shall replace the previous agreement and apply to future Arrangements. SkiStar also refers to Visita's General Terms and Conditions, which are available at SkiStar's web page https://www.skistar.com/en/conference/contact-us/booking-terms/: . To the extent that these terms and conditions of booking and Visita's General Terms and Conditions contain provisions on the same matter, these booking terms will take precedence between SkiStar and the Customer.

Definitions

In these booking terms, the following definitions apply:

Activity: All activities offered by SkiStar, such as ski/bike school, climbing park, river activities, swimming, flow ride, trampolining, spa treatments, mountain coaster, mountain tube, bungy rocket, one or more day camps (e.g. Valle's mountain adventures) and childcare.**Arrangement:** Group or conference booking made by the Customer in accordance with a Booking Confirmation issued by SkiStar. An Arrangement may refer to lodging and/or catering, conference arrangements, transport, the purchase of other products and services/activities, or a combination of the above.

ALF: Norwegian Alpine Resorts and Mountain Destinations (formerly the Norwegian Alpine Resorts Association), website: https://alpinogfjell.no.

ALF Alpinvettreglene: The industry regulations issued by ALF and in force from time to time as set out in Alpinvettreglene, including the rules for skiers and snowboarders in Norwegian alpine resorts. At the time of issuance of these terms, these are available at: https://alpinogfjell.no/alpinvettreglene

ALF Regler og retningslinjer for sykkelstier: The industry regulations issued by ALF and in force from time to time as set out in Regler og retningslinjer for sykkelstier, including the cyclist's traffic rules and trail rules. At the time of issuance of these terms, these are available at: https://alpinogfjell.no/sykling-og-sikkerhet

Booking Confirmation: Written confirmation of an Arrangement booking sent by SkiStar.

Customer: Customer: A legal entity that enters into a master agreement with SkiStar and purchases Arrangements for its employees, contractors or other persons connected to its business. The Customer warrants that it carries on business activities and that the Arrangements are intended to be used for business travel purposes.

Operational Information: Current information on operating status and weather conditions at SkiStar's destinations, which is continuously, at least daily, updated at https://www.skistar.com/en/winter/weather-and-lifts/ during winter season and https://www.skistar.com/en/Summer/lifts-trails/ during summer season, as well as on the pages for each respective destination linked from there, and the current status updates in the SkiStar App.

Package travel: A combination of at least two different types of travel services in accordance with the definition set out in Chapter 1, Section 3 of the Swedish Package Travel Act (2018:1217), for example accommodation including a SkiPass or other combinations of Arrangements sold by SkiStar for a predetermined total price. A Package Travel lasts for at least 24 hours or includes overnight accommodation. A Package Travel arises when the travel services are combined before an agreement is concluded, or when the travel services are, for example, sold at an inclusive price, marketed as a package travel, or selected by the Customer before any payment obligation arises.

SkiPass: SkiPass: Personal lift pass (incl. travel pass / lift pass / trail pass / bike pass and similar names) in other words a pass allowing travel by lift and in the part of the SkiStar area designated for alpine skiing, including summer ski, cycling and the cross-country and trail arenas.

Safety Information: Information and instructions provided by SkiStar (including SLAO's Yellow Book/Green Book when travelling to a destination in Sweden, and ALF's Alpinvettreglene and Regler og retningslinjer for sykkelstier when travelling to a destination in Norway) regarding risks associated with, and conditions for, its Activities, as well as for the use of a SkiPass at https://www.skistar.com/en/activities/activity-terms/ and on the pages for each respective Activity/SkiPass-related activity linked from there, as well as instructions communicated by SkiStar on site at the facility.

SkiStar: If the Arrangement concerns travel to a destination in Sweden (however, not Hammarbybacken, Stockholm, or Högfjällshotellet, Sälen, see below): SkiStar AB (publ), Reg. no. 556093-6949, 780 91 Sälen, VAT no. SE556093694901.

If the Arrangement concerns travel to a destination in Norway: SkiStar Norway AS, reg. no. 977 107 520 MVA, Velkomstvegen 10, NO-2420 Trysil.

If the Arrangement concerns Hammarbybacken, Stockholm: Hammarbybacken AB, reg. no 556650-2570, 780 91 Sälen, VATNO SE556650257001.

If the Arrangement concerns Högfjällshotellet, Sälen: Topeja AB, reg. no 556523-8341, 780 91 Sälen, VATNO: SE556523834101.

SLAO: Swedish Ski Areas Organisation, website: https://www.slao.se/en/ .

SLAO:s Green Book: The industry regulations issued by SLAO in its "Green Book" leaflet, as applicable at any given time, including the cyclist's traffic rules, lift and bike trail rules, and general conditions for activities at ski resorts. At the time of issuance of these terms, available at: https://www.slao.se/content/uploads/2023/06/SLAO_lillagrona_2023_eng_Klar-Anette.pdf. The version applicable at any given time is provided to the Guest via https://www.skistar.com/en/myskistar/general-booking-information/industry-rules/. SLAO's Green Book applies to all use of a SkiPass at SkiStar's facilities, i.e., regardless of whether cycling is lift-assisted or not.

SLAO:s Yellow Book: The industry regulations issued by SLAO in its "Yellow Book" leaflet, as applicable at any given time, including the skier's code of conduct, slope and lift rules, and general conditions. At the time of issuance of these terms, available at: https://www.slao.se/content/uploads/2024/12/Lilla_Gula_2024_ENG.pdf . The version applicable at any given time is provided to the Guest via https://www.skistar.com/en/myskistar/general-booking-information/industry-rules/ . SLAO's Yellow Book applies when using a SkiPass, including for summer skiing.

Travel party: The group of physical persons covered by the Arrangement purchased by the Customer.

Visita's General Terms and Conditions: General terms and conditions for conferences, group bookings and other Arrangements as determined by Visita.

1 THE AGREEMENT ETC.

1.1 The master agreement shall be deemed entered into when the Customer has accepted these general booking terms. The master agreement shall remain in force until further notice and may be terminated by either party by giving one (1) month's written notice.

1.2 Each individual booking of an Arrangement is made on the basis of and pursuant to the master agreement. The Customer submits an order and SkiStar issues a Booking Confirmation. A binding agreement relating to the individual Arrangement shall be deemed concluded at the earlier of: (i) the Customer returning a signed Booking Confirmation, or (ii) the Customer paying a deposit.

1.3 SkiStar confirms the receipt of a booking by sending a Booking Confirmation. The Customer and SkiStar are deemed to have entered into a binding agreement as soon as: (i) the Customer have returned a signed Booking Confirmation, or (ii) when the Customer has paid a deposit.

1.4 The amounts in Swedish kronor in these booking terms refer to SEK if the Arrangement relates to a Swedish destination, and NOK if the Arrangement relates to a Norwegian destination.

1.5 Current check-in and check-out information is specified in the Booking Confirmation. The price of lodging does not include cleaning, bed linen, towels, children's cots/highchairs, toilet paper, cleaning supplies, etc. unless otherwise stated in the Booking Confirmation. Any SkiStar lodging where smoking and pets are not permitted is not sanitised to cater for allergy sufferers.

2 PAYMENT

This paragraph 2 applies instead of section 3 Deposits and in addition to section 7 Payment and 8 Reservation for price changes in Visita's General Terms and Conditions.

Payment of deposit

2.1 After booking, SkiStar will immediately send an invoice for a deposit. The deposit represents fifty (50) percent of the total amount for the Arrangement, as specified in the Booking Confirmation. The deposit is due to be paid fifteen (15) days after the invoice date if the booking is for groups of 0-150 people or twenty (20) days after the invoice date if the booking is for groups of 151 people or more. If the Customer does not pay the deposit, SkiStar has the right to withdraw from the agreement.

Additional bookings, etc.

2.2 The Customer is responsible for all costs incurred as a result of bookings made before or during the Arrangement, i.e. in addition to what is included in the Arrangement as specified in the Booking Confirmation.

Final payment

2.3 The final payment must be made in accordance with what is stated in the Booking Confirmation, with the exceptions set out below.

2.4 If SkiStar's costs of the Arrangement increase after the agreement has become binding for the parties, SkiStar is entitled to increase the price of the Arrangement by an amount equivalent to the cost increase if the cost increase is the result of changes in taxation, exchange rates, fuel prices or other fees for services included in the Arrangement. SkiStar must immediately notify the Customer of any changes to the price to be paid.

Late payment

2.5 If the Customer exceeds the payment deadline, SkiStar is entitled to compensation for the statutory fee for a written reminder to pay and for collection requirements where applicable, in addition to interest on late payment in accordance with Visita's General Terms and Conditions.

3 CANCELLATION AND CHANGES

Paragraph 3 applies instead of section 6 Cancellation in Visita's General Terms and Conditions

Cancelling the Arrangement

3.1 Cancellation must be made in writing by e-mail to SkiStar at the

address stated in the Booking Confirmation.

3.2 In the event of cancellation, an administration fee of SEK 200 per traveller will be charged regardless of when the cancellation is made. Furthermore, the cancellation fee below will also be payable, depending on when the cancellation is made. Arrival means the days before arrival at the Arrangement destination as specified in the Booking Confirmation.

3.2.1 Groups of 0-150 people

In the event of cancellation:	Cancellation fee:
70 - 60 days before arrival:	50% of the total value of the Arrangement as specified in the Booking Confirmation
59 - 30 days before arrival:	75% of the total value of the Arrangement as specified in the Booking Confirmation
29 - 0 days before arrival:	100% of the total value of the Arrangement as specified in the Booking Confirmation

3.2.2 Groups > 150 people

In the event of cancellation:	Cancellation fee:
100 – 90 days before arrival:	50% of the total value of the Arrangement as specified in the Booking Confirmation
89 - 60 days before arrival:	75% of the total value of the Arrangement as specified in the Booking Confirmation
59 - 0 days before arrival:	100% of the total value of the Arrangement as specified in the Booking Confirmation

Change of Arrangement

3.3 Groups of 0-150 people

The Customer is entitled to:

- Up to 15 working days before arrival at the destination for the Arrangement in the Booking Confirmation, reduce the original number of rooms/apartments/cabins by a maximum of 10 %.
- Up to 5 working days before arrival at the destination of the Arrangement in the Booking Confirmation, reduce the original number of participants in the travelling party (not lodging) by a maximum of 10 %.

All cancellations and changes notified later than 5 working days before arrival will be charged the full rate.

3.4 Groups of >150 people

The Customer is entitled to:

- 20 working days before arrival at the destination for the Arrangement in the Booking Confirmation, reduce the original number of rooms/apartments/cabins by a maximum of 5 %.
- 5 working days before arrival at the destination of the Arrangement in the Booking Confirmation, reduce the original number of participants in the travelling party (not lodging) by a maximum of 5 %.

All cancellations and changes notified later than 5 working days before arrival will be charged the full rate.

4 TRANSPORT

4.1 Special terms and conditions apply to any travel/transfers (trains, buses, flights) included in the Arrangement. These are specified in the Booking Confirmation.

4.2 The Customer agrees that SkiStar does not perform the transport and that its performance is thus beyond SkiStar's own control. SkiStar is responsible for taking reasonable steps to ensure that the transport companies fulfil their obligations. However, SkiStar is not responsible for any damage resulting from deficiencies in the performance of the travel service by the transport company, e.g. costs for cancellation or delay of transport or consequential damage due to the inability to carry out the transport.

5 CUSTOMER'S RESPONSIBILITIES

5.1 It is the responsibility of the Guest/Subscriber to ensure that the obligations stated below for the Guest are also complied with by all Travelling companions, which includes an obligation for the Guest/Subscriber to pass on relevant information to their travel party. References to Guest below shall also include Travelling companion.

5.2 It is the responsibility of the Guest/Subscriber to review and comply with these booking conditions and other information provided by SkiStar prior to Arrival, such as Safety Information. The Guest is further encouraged to review the current Operational Information in order to make an informed decision in relation thereto, as the SkiStar offering may differ from the time of booking to Arrival.

5.3 The Customer is responsible for everyone in the Travel party. The Customer must thus ensure that all members of the Travel party comply with the rules of conduct, safety conditions/traffic regulations, instructions and provisions notified to the Customer regarding travel, lodging and other products/services/SkiPasses included in the Arrangement, as well as the applicable Safety Information (see the links in the definitions section).Such instructions include, for example, instructions given on site regarding open/closed descents, the opening hours of the facility, special rules for e.g. ski touring, night skiing and safety conditions for skiing/cycling and the respective Activity. SkiStar is not responsible for any damages arising from acts of the Customer in violation of such instructions, e.g. when skiing outside designated slopes or in the event of a breach of the security conditions.

5.4 Guests/Subscribers must be able to present a valid SkiPass upon request. All Guests are encouraged to wear an approved helmet when alpine skiing and cycling, respectively. Children aged 0–6 are only allowed to ski for free if they wear an approved helmet. If the child does not wear a helmet, SkiStar is entitled to refuse access to the lift or area. In the event of violations of the SLAO's Yellow Book or Green Book when travelling to a destination in Sweden, and ALF's Alpinvettreglene and Regler og retningslinjer for sykkelstier when travelling to a destination in Norway (see links in the definition list) and other Safety Information, SkiStar has the right to evict the Guest/Subscriber or block the SkiPass. If the violation constitutes a material breach of contract, SkiStar may terminate the contract, in which case the remaining validity of the SkiPass shall cease and SkiStar may claim compensation for the damage caused by the

breach of contract. The same applies to Activities in the event of violations of the Safety Information applicable to such Activity.

5.5 When renting sports equipment, each participant in the Travel party is responsible for, and properly cares for, the sports equipment in the best possible way. In the event of recklessness or negligence the Customer is liable to pay for any damages incurred. Sports equipment must be returned in a clean state. All sports equipment must be returned by the time stated in the Booking Confirmation. If sports equipment is not returned, the Customer will be charged the full sales value. The Customer is liable for compensation if the equipment is stolen

5.6 The Customer is obliged to comply with all house rules applicable to the accommodation. Disturbances will be dealt with in consultation with the concierge. Guests will be fined for any disturbances regardless of the time of day. The fine is SEK 1 500-SEK 5 000 per disturbance, depending on its nature and severity. This is assessed in consultation with the concierge. Hotels may have different codes of conduct and guests will be notified of these when they check in.

5.7 The Customer is fully responsible for any damage that occurs to the accommodation and its furnishings. Any damage to the accommodation or its furnishings shall be charged to the Customer. Assistance dogs, guide dogs and other service or working dogs required due to a disability are permitted without additional charge. Such dogs may only stay in accommodation where pets are permitted. Violations of smoking and pet restrictions shall result in a sanitation charge from SEK 6,000. The Customer may not use the accommodation for any purpose other than that agreed at the time of booking. The Customer may not allow more persons to stay overnight in the accommodation than agreed or place tents, caravans, hot tubs, sound systems or similar equipment on any property belonging to the accommodation. The accommodation may only be used for private purposes by the number of persons stated in the booking. Commercial activities are prohibited, including subletting. In the event of a breach, SkiStar is entitled to terminate the agreement with immediate effect, remove the Customer without refund and charge the Customer an administration fee corresponding to the damage, but not less than SEK 10,000. SkiStar's non-smoking and pet-free accommodation is not allergy-sanitised. The Customer is obliged to comply with the accommodation's cleaning instructions and to vacate the accommodation on time upon departure. Failure to do so will result in SkiStar charging a fee from SEK 1,500, depending on the size of the accommodation

5.8 For stays in a cabin/apartment, the Customer is responsible for snow removal and/or anti-slip measures in the area surrounding the accommodation throughout the entire stay. The Customer may only charge electric vehicles at designated charging stations. Any violation will be enforced with regard to the risk of fire, and SkiStar will charge the Customer a fee of SEK 5,000. SkiStar is entitled to disconnect the Customer's charging cable if it is used to charge an electric vehicle at any location other than a designated charging station.

5.9 Any errors that arise in the Arrangement or a share of the Arrangement during the stay, must be reported to SkiStar within a reasonable time during the stay, so that SkiStar has the opportunity to rectify them.

5.10 Before departure, the Customer must ensure that all keys to the lodging are returned to SkiStar. Otherwise, SkiStar will debit a fee equivalent to the cost of changing the locks, but at least SEK 2 000, and/or reprogramming of locks, as well as SEK 200 for a lost key card

For skiing/cycling and similar activities outside the prepared and secured descent

5.11 SkiStar's alpine skiing offer (including snowboard, cycling, etc.) and SkiStar's range of other activities only cover the geographical area that SkiStar has prepared for the activity. The alpine range includes, for example, only secured and prepared descents and base area and lifts. SkiStar is not responsible for skiing/cycling, etc., outside the secured and prepared descent, which is associated with a high risk of injury and is not recommended.

6 SKISTAR'S CHANGES AND RIGHT TO TERMINATE THE AGREEMENT

SkiStar reserves the right to change the terms/content of the Arrangement to the extent that the Customer can be offered other equivalent services/activities.

7 FORCE MAJEURE

The points in this paragraph 7 apply in addition to section 9 of Visita's General Terms and Conditions of Force Majeure

If SkiStar is prevented from fulfilling its part of the agreement due to circumstances beyond its control and which SkiStar could not reasonably have expected at the time the Agreement was concluded and the consequences of which SkiStar could not have avoided or overcome (force majeure), this shall constitute grounds for exemption that postpones the time of performance. Such force majeure events include war, terrorist attack, strike, sabotage, damage, fires, floods and other natural disasters, epidemics/pandemics, quarantine measures, technical problems or maintenance problems with SkiStar or the transport company, unforeseen operational decisions by the transport company resulting in cancellation of transport, significant restrictions on deliveries or mobility, government regulation or other similar events. The Customer must be notified in writing without delay of SkiStar's wish to postpone performance under this paragraph.

8 PERSONAL DATA

SkiStar is the personal data controller for the personal data processed about the Customer and the Travel party. The processing always takes place in accordance with current personal data legislation and SkiStar's information document on the processing of personal data for Group & Conference customers, which is available at https://www.skistar.com/en/conference/contact-us/booking-terms/. .