SKISTAR GROUP & CONFERENCE BOOKING TERMS & CONDITIONS – GROUPS (EXCL. CORPORATE CUSTOMERS) 2026:09

These booking terms apply between SkiStar and the Customer for the purchase of group and conference arrangements provided by SkiStar through SkiStar Group & Conference (excluding corporate customers, for whom separate terms and conditions apply). 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..

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

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.

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

Customer: The person, legal or physical, who enters into an agreement with SkiStar for the purchase of an Arrangement. A Customer who is a physical person must be at least 18 years of age.

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 pre-arranged total price. A Package Travel lasts at least 24 hours or includes overnight accommodation. A Package Travel arises when the travel services are combined before the agreement is concluded, or when the travel services are, for example, sold at a combined 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/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 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 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, thereby accepting the payment obligation or (ii) when the Customer has paid a deposit.

1.2 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.

1.3 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/high chairs, 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.

1.4 The Customer is entitled to substitute another person in his or her place. Any change of participant in the Travel Party must be notified to SkiStar in writing no later than seven (7) days before arrival at the destination. SkiStar is entitled to compensation for reasonable costs arising as a result of such substitution.

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. The price may not be increased during the final twenty (20) days prior to arrival at the destination. If SkiStar's costs decrease for the same reasons, the price of the Arrangement shall be reduced correspondingly. If the price increase exceeds 8 % of the total price of the Arrangement, the Customer shall be entitled to withdraw from the agreement free of charge and receive a full refund of all payments made.

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.

3.3.1 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

3.3.2 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 SkiStar is responsible towards the Customer for ensuring that the transport is performed in accordance with the agreement, even where the transport is carried out by a transport company engaged by SkiStar

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 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, 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.

Associations and Group Trips

5.12 Where the Customer is an association or other organisation that books an Arrangement for its members or participants, the Customer is responsible for ensuring that:

(i) all travellers in the Travel Party are informed of the terms and rights that apply to the Arrangement, including the rights that follow from the Swedish Package Travel Act (2018:1217),

(ii) any complaints or claims from individual travellers are communicated to SkiStar via the Customer, and

(iii) the information provided about the travellers in the Travel Party is correct and complete.

SkiStar's obligations under the Swedish Package Travel Act apply in relation to the Customer as the contracting party. The Customer is responsible towards its members or participants in accordance with what applies between them.

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. If the change is material, the Customer is entitled to withdraw from the agreement without charge and receive a full refund of payments made. The Customer must notify SkiStar in writing if the Customer wishes to withdraw from the agreement within a reasonable time after the Customer has been informed of the change.

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. SkiStar shall notify the Customer in writing without delay if SkiStar wishes to withdraw from the agreement pursuant to this provision.

8 SPECIAL PROVISIONS REGARDING PACKAGE TRAVEL AND INSOLVENCY PROTECTION (TRAVEL GUARANTEE)

8.1 Arrangements may in certain cases constitute a Package Travel under the Swedish Package Travel Act.

8.2 If the Arrangement constitutes a Package Travel, SkiStar, as organiser, is responsible towards the travellers in the Travel

Party for ensuring that the Package Travel as a whole is properly performed, even where travel services are to be performed by another supplier.

8.3 The Customer is entitled to receive all essential information about the Package Travel before the package travel agreement is concluded, as well as information about contact channels for contacting SkiStar during the stay, in accordance with the Swedish Package Travel Act. When booking an Arrangement, SkiStar communicates this information to the Customer. SkiStar shall provide assistance if the Customer is in difficulty.

8.4 The Customer may transfer his or her part of the Package Travel to another person by giving reasonable notice. The price of the Package Travel may only be increased if specific costs increase (for example taxes or fees) and provided that terms regarding such increase are stated in the agreement, and never later than 20 days before the start of the Package Travel. In the event of a major price increase, the traveller may be entitled to withdraw from the agreement in accordance with the Swedish Package Travel Act.

8.5 Under exceptional circumstances, the Customer may terminate the agreement before the start of the Package Travel without paying a cancellation fee in accordance with the provisions of the Swedish Package Travel Act, for example in the event of serious security problems at the destination that are likely to affect the Package Travel

8.6 If the Package Travel is not performed in accordance with the agreement, SkiStar shall remedy the defect within a reasonable time if possible. The Customer may be entitled to a price reduction and/or damages in the event of improper performance, and SkiStar shall provide appropriate assistance if travellers are in difficulty, in accordance with the Swedish Package Travel Act.

8.7 If significant parts of the Package Travel cannot be provided in accordance with the agreement after the Package Travel has commenced, suitable alternative arrangements shall be provided by SkiStar at no extra cost. The Customer may terminate the agreement without paying a cancellation fee if the services are not performed in accordance with the agreement and this substantially affects the performance of the Package Travel and SkiStar does not remedy the problem

Specific provisions regarding insolvency protection (travel guarantee) for travel to destinations in Sweden

8.8 If the Arrangement constitutes a Package Travel, it is covered by the insolvency protection provided by the Swedish Travel Guarantee Act (2018:1218). A travel guarantee means protection against financial loss that may affect travellers (i.e. participants in the Travel Party) as a result of insolvency on the part of the organiser of a package travel. The Customer may then apply for compensation from the travel guarantee and receive reimbursement to the extent that the package travel agreement is not performed due to the organiser's insolvency and, where transport is included, may also receive repatriation in accordance with applicable rules. Further information is available on the website of the Swedish Legal, Financial and Administrative Services Agency (Kammarkollegiet).

8.9 The protection consists of SkiStar's individual travel guarantee and a collective travel guarantee fund administered by Kammarkollegiet. For Package Travel Arrangements, SkiStar contributes a fee of 0.6 per cent of the price of the Package Travel to the travel guarantee fund.

9.1

8.10 Applications for compensation under the travel guarantee shall be submitted to Kammarkollegiet. Information on how to apply and applicable time limits is available on the website of Kammarkollegiet.

8.11 SkiStar has arranged insolvency protection with Nordea and Atradius. If the Package Travel is not provided in accordance with the agreement due to SkiStar's insolvency, the Customer may contact these parties or, where applicable, the competent authority Kammarkollegiet, Slottsbacken 6, SE-111 30 Stockholm, Sweden, +46 8 700 08 00, registratur@kammarkollegiet.se

Specific provisions regarding insolvency protection (travel guarantee) for travel to destinations in Norway

8.12 If the Arrangement constitutes a Package Travel, it is covered by the insolvency protection provided under the Package Travel Act. A travel guarantee means protection against financial loss that may affect travellers (i.e. participants in the Travel Party) as a result of the insolvency of the organiser of the Package Travel. The Customer may then apply for compensation under the travel guarantee and obtain reimbursement to the extent that the package travel agreement is not fulfilled due to the organiser's insolvency and, where transport is included, also obtain repatriation in accordance with applicable regulations. Further information is available on the Reisegarantifondet website.

8.13 Applications for compensation under the travel guarantee shall be submitted to Reisegarantifondet. Information on how to submit an application and applicable deadlines is available on the Reisegarantifondet website.

SkiStar has provided a travel guarantee to Reisegarantifondet (the Norwegian Travel Guarantee Fund) through Atradius. In the event that the agreement is not provided due to SkiStar's insolvency, the Guest may contact Reisegarantifondet, Boks 1807 Vika, 0123 Oslo. Reisegarantifondet, c/o Advokatfirmaet Nova DA, Roald Amundsens gate 6, 0160 Oslo, Telephone: +47 51 85 99 40, E-mail: firmapost@rgf.no, www.rgf.no. See the Norwegian Package Travel Act at https://lovdata.no/.

9 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/.