

General Terms and Conditions

Owner and operator of the TurnaGO portal TurnaGO s.r.o.

Business name: TurnaGO s.r.o.

Registered office: Pribinova 17954/10, Bratislava 811 09

Entry in the Commercial Register: registered in the Commercial Register of the District Court Bratislava I, Section: Sro,

File number: 189940/B

Company ID: 57 096 341

(hereinafter also referred to as "TurnaGO")

updated on: 17 July 2025 (hereinafter referred to as the "General Terms and Conditions")

Supervisory authority: Slovak Trade Inspection (SOI) SOI Inspectorate for the Bratislava Region Bajkalská 21/A, P.O. Box No. 5, 820 07 Bratislava

I. Types of contracts between the client and TurnaGO

1. The subject of these GTC is the regulation of mutual rights and obligations of the contracting parties, i.e. the service provider (TurnaGO) and the client. Depending on the nature of the services provided, the following contracts may arise between TurnaGO and the client:
 - a) a travel contract, where TurnaGO acts as a travel agency if the client purchases a trip.
 2. By sending an order, the client confirms that they have read and agree to these GTC. For the purposes of regulating their relationship with TurnaGO, the GTC in the version valid and effective at the time of sending the order shall be considered effective.
 3. All prices for goods and services and all fees on TurnaGO are quoted inclusive of VAT.

II. Travel contract

1. CA TurnaGO – travel agency TurnaGO s.r.o., with its registered office at Pribinova 17954/10, Bratislava 811 09, Slovak Republic, Company ID: 51265354, company registered in the Commercial Register of the District Court Bratislava I, Section: Sro, File No. 36984/B

2. CK Pelikán – commercial company pelicantravel.com s.r.o., travel agency, with its registered office at Pribinova 17954/10, 811 09 Bratislava, Slovak Republic, ID No.: 35 897 821, a company registered in the Commercial Register of the District Court Bratislava I, Section: Sro, File No. 32895/B

3. Traveller - a natural person who concludes a travel contract or to whom travel services are to be provided on the basis of a concluded travel contract. All persons on the traveller's side are obliged to fulfil their obligations arising from the travel contract jointly and severally.

4. Tourism Act - Act No. 170/2018 Coll. on tours, related tourism services, certain conditions for doing business in tourism and on amendments to certain acts.

5. Travel contract - a duly concluded contract between the travel agency and the traveller, the subject of which is the provision of a trip for an agreed price. A properly concluded travel contract by the traveller within the meaning of the previous sentence is also considered to be a properly completed and signed travel contract by their legal representative or authorised representative. The following General Terms and Conditions and all written documents and information that the traveller receives from the travel agency or on the basis of which the traveller concludes the contract, including detailed information about the trip, stay or ordered services, and information contained on the website, form part of the travel contract.

The travel contract is concluded between the traveller and CK Pelikán. The latter is also responsible for the products and services, as well as for compliance with the legal obligations of the tour operator, whereby the travel contract is also governed by its general terms and conditions, which CA TurnaGO has no influence over. The travel contract is concluded upon acceptance of the traveller's proposal to conclude a travel contract with CK Pelikán.

6. Placing an order constitutes the traveller's proposal to conclude a Travel Contract, the subject of which is the ordered trip. The traveller can place an order for a trip by:

a) by completing and submitting the online order form on the TurnaGO.sk website;

b) by sending an email with a binding order for a specific selected trip to info@TurnaGO.sk or

c) by placing a binding order for a specific selected trip by telephone on +421 918 880 359.

7. CA TurnaGO will confirm receipt of the order by email to the contact email address provided in the order and will ask the traveller to fulfil the conditions for concluding the Travel Contract, if these have not yet been fulfilled.

8. By sending the order, the traveller declares and confirms that:

a) they have read and agree to the General Terms and Conditions of CK Pelikán and the General Terms and Conditions of CA TurnaGO;

b) they have read and agree to the terms and conditions of the providers of individual travel services, in particular transport and accommodation;

c) they meet the conditions for participating in the trip; and

d) they are familiar with the processing of the personal data provided, the provision of which is necessary for the conclusion of the Contract, and with the provision of such data to individual travel service providers to the extent necessary for the procurement and provision of these services.

9. The traveller is responsible for the completeness and accuracy of the information provided in the order. This also applies to information about other travellers for whom the Contract is to be concluded. CA TurnaGO reserves the right to refuse an order if it contains obvious inaccuracies, incorrect or incomplete information and the traveller fails to remedy these deficiencies even within an additional period.

V. Method of payment

1. All prices for goods and services and all fees on TurnaGO are quoted inclusive of VAT.

2. Payments are made in EUR, and TurnaGO requires one of the following payment methods:

- **PAYMENT BY BANK TRANSFER IN ADVANCE:** With this payment method, the client is allowed to use the ordered services after paying and crediting the full amount of the goods specified in the electronic order to the account specified in the invoice, either by transferring the payment to the account specified by internet banking, by transfer specified at the bank in another way, or by direct deposit to the account;
- **PAYMENT BY CREDIT CARD VIA THE INTERNET:** After completing the order, the client will be automatically redirected to the bank's payment gateway page. The client enters the payment details required to make the payment directly on the bank's subpage; TurnaGO does not come into contact with the credit card details.
- **AUTOMATIC PAYMENT OF THE FEE – DEBIT FROM THE PAYMENT CARD:** the case of choosing automatic payment of the fee (if the selected payment system allows it), the client agrees to the automatic payment of the fee without the need for special authorisation of the payment by the payment card holder, etc. The method of payment with automatic payment of the fee is set for an indefinite period, with the client being able to

can change or cancel it at any time within their customer account or by contacting info@TurnaGO.sk.

3. A tax document with the price of the ordered services and VAT will be sent to the email address.

VI. Complaints procedure

1. TurnaGO accepts complaints:

- by email at info@TurnaGO.sk;
- in writing at the address TurnaGO s.r.o., Pribinova 17954/10, Bratislava 811 09
- in person during business hours at TurnaGO s.r.o., Pribinova 17954/10, Bratislava 811 09;

2. When selling tours, the client may also file a complaint with CK Pelikán, in accordance with the information provided in the CK Pelikán Terms and Conditions.

3. The complaint must contain as detailed a description as possible of the specific case that the client is complaining about. The client is obliged to attach to the complaint all documents available to them proving the facts they claim, or other documents documenting their claims.

4. The client will be informed of the outcome of the proceedings and the handling of the complaint electronically immediately after it has been handled, but no later than 30 days from the date on which the client submitted the complete complaint. In the case of a complaint submitted electronically, the response to the complaint will be sent to the email address from which the complaint was sent. If the complaint was submitted in writing or in person, the response will be sent to the email address provided by the client when ordering the service, unless otherwise agreed with the client in advance.

5. The client (consumer) has the right to contact TurnaGO with a request for redress (by email to info@TurnaGO.sk) if they are not satisfied with the way in which TurnaGO has handled their complaint or if they believe that their rights have been violated. If TurnaGO responds to this request with a refusal or does not respond within 30 days of its submission, the client (consumer) has the right to file a proposal for alternative dispute resolution with an alternative dispute resolution entity (hereinafter referred to as the ADR entity) in accordance with Act 391/2015 Coll. on alternative dispute resolution for consumer disputes. ADR entities are authorities and authorised legal entities pursuant to Section 3 of Act No. 391/2015 Coll., an updated list of which is available at <https://www.mhsr.sk/obchod/ochrana-spotrebiteľa/alternatívne-riesenie-spotrebiteľských-sporov-1/zoznam-subjektov-alternatívneho-riesenia-spotrebiteľských-sporov-v-1> . The proposal must contain the mandatory requirements and the buyer shall submit it in the specified manner, all in accordance with Section 12 of Act No. 391/2015 Coll.

6. The client may also submit a complaint via the RSO alternative dispute resolution platform, which is available online at <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=SK>. This platform can only be used for consumer disputes arising from distance contracts.

7. Alternative dispute resolution can only be used by clients who are natural persons and who, when concluding and performing a consumer contract, are not acting within the scope of their business, employment or profession. Alternative dispute resolution only applies to disputes between the client and TurnaGO arising from or related to a consumer contract. Alternative dispute resolution only applies to distance contracts. Alternative dispute resolution does not apply to disputes where the value of the dispute does not exceed EUR 20. The ADR entity may require the client to pay a fee for initiating alternative dispute resolution of up to EUR 5 including VAT.
8. After using the ordered services, TurnaGO may contact the client with a request to evaluate these services in order to obtain an overview of their satisfaction with the quality and manner of provision. If the client decides to send an evaluation, this evaluation is not considered a complaint.

VII. Personal data and its protection and final provisions

1. Information on the processing of personal data can be found on the website in the section [Privacy Policy](#). The client acknowledges that they are obliged to provide TurnaGO with personal data in a correct and truthful form and are also obliged to inform the seller of any changes to their personal data. The client confirms that the personal data they have provided is correct.
2. TurnaGO hereby informs the client that, pursuant to the provisions of § 13(2)(b) of Act No. 18/2018 Coll. on personal data protection and on amendments to certain acts, as amended, TurnaGO, as the controller, will process the client's personal data without their consent as the data subject in the process of concluding contracts, as the processing of the client's personal data will be carried out in pre-contractual relations between TurnaGO and the client and the processing of the client's personal data is necessary for the performance of the contract which the client proposes to conclude and in which he/she also acts as one of the contracting parties.
3. The client acknowledges that the personal data provided by the client in the order process for the purpose specified in point 2 of this article will be further provided by TurnaGO to the relevant supplier as the recipient, depending on the requirements of the specific recipient, either in whole or in part, for the purpose of providing the service requested by the client. Depending on the service ordered by the client, the recipients of personal data are the following groups of recipients, who may also be located in third countries:
 - air carriers providing passenger transport
 - accommodation facilities
 - travel agencies, tour operators insurance companies car rental agencies and car rental companies
 - embassies, consulates carriers providing rail, ship, bus or passenger transport financial administration authorities courier companies
4. If the client is a natural person, when ordering services, they usually provide their first name, surname, gender, telephone number, email address, residential address, date of birth, and, when ordering parking, their vehicle registration number. If the client is a legal entity or sole trader, in addition to the personal data of the individuals who will use the services ordered, they also provide billing information, i.e. their business name, registered office address with postcode, company registration number, tax identification number, VAT number – these are not considered personal data. In some

cases, the airline or consulate or embassy issuing visas for entry into the country requires the mandatory provision of additional data (so-called APIS data, see definition and detailed breakdown in Part A of the GTC). If it is necessary to process a special category of personal data relating to the client's health in order to enforce the client's legal claim, TurnaGO is authorised to process this data and provide it to the entities against which the claim is being asserted (usually the airline, insurance company) pursuant to Section 16(2)(f) of Act No. 18/2018 Coll. on the protection of personal data, as amended. is entitled to process this data and provide it to the entities against which the claim is being asserted (usually an airline or insurance company). This is done only at the express request of the client and after the client has sent the relevant medical documentation. TurnaGO is not liable for the consequences in the event that the client fails to provide the necessary data or documents containing the data or fails to provide them in time, without any claim for compensation for damages that the client may incur as a result.

5. The person placing the order for the selected services and providing the personal data of all clients listed in the order confirms by ticking the relevant box before sending the order that they are familiar with the provisions of Section 13(12)(b) of Act No. 18/2018 Coll. that TurnaGO will process and store the personal data of the data subjects provided by them, in particular those listed above and/or those necessary for TurnaGO's activities in pre-contractual relations, in the performance of the contract or in negotiations on changes to the contract, withdrawal from the contract, etc. At the same time, this person declares that they are authorised to provide the personal data of all data subjects on the basis of their authorisation or that this authorisation arises from legal regulations (e.g. as a legal representative). Without the client clicking on this confirmation, it is not possible to conclude contracts for which this person submits a proposal by creating an order. At the same time, the client is aware that TurnaGO may contact them via the email address and/or telephone number provided in order to offer additional services to their order, which are selected based on the content of this order. This may include, for example, an offer of travel insurance, parking at the airport from which the client is departing, or additional baggage for the client's ticket.
6. When contacted by telephone by TurnaGO, the client is informed that the call is being recorded by TurnaGO and that their personal data is being processed to protect the legitimate interests of TurnaGO and to improve the quality of the services provided. If, during the call, personal data is provided that is necessary for the performance of a contract that the client wishes to conclude or has already concluded, the client is also informed that the call is being recorded. 6. The personal data of the data subjects will be processed for the period necessary to protect the legitimate interests of the controller, which include taking into account the possibility of filing a complaint, reviewing proceedings initiated by supervisory authorities or filing a lawsuit in civil proceedings. TurnaGO declares that it will process personal data in accordance with good morals and will act in a manner that does not conflict with Act No. 18/2018 Coll. on the protection of personal data, Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter referred to as the "GDPR"), or any other generally binding legal regulation, nor will it circumvent them.
7. The client has the right to have the controller correct incorrect personal data without undue delay. With regard to the purpose of personal data processing, the client has the right to have incomplete personal data completed. The client is responsible for ensuring that all data provided by them is complete and accurate. The client declares that they are

aware of the consequences of providing false data, in particular the fact that such conduct could also be classified as a criminal offence or could be a reason for cancelling an order or reservation, or for the supplier to refuse to provide a service, or a reason for not granting a visa. In the event of providing false or incomplete information, TurnaGO reserves the right to immediately cancel the order for the service, adjust the price or claim compensation for any damages caused by providing false information in full. In this case, TurnaGO shall not be liable for any damages incurred by the client.

8. The client has the right to have the operator delete personal data concerning him/her without undue delay, subject to the conditions set out in § 23 of Act No. 18/2018 Coll. Furthermore, the client has the right to restrict the processing of personal data under the conditions specified in § 24 of Act No. 18/2018 Coll. The client also has the right to obtain from TurnaGO personal data concerning him/her and which he/she has provided to TurnaGO in a structured, commonly used and machine-readable format, and has the right to transfer this personal data to another controller, if technically possible and if the processing is carried out by automated means.
9. The client has the right to object to the processing of their personal data on grounds relating to their particular situation in cases specified by law, including profiling based on these provisions. The controller may no longer process personal data unless it demonstrates compelling legitimate grounds for the processing which override the rights or interests of the client, or grounds for the establishment of a legal claim.
 10. If, before sending the order, the client gives special consent to receive promotional offers at their email address and to the processing of selected personal data for selected direct marketing purposes, as well as consent to profiling, they thereby grant consent to the processing and storage of the personal data they have provided in accordance with Article 6(1) of the GDPR. This consent applies to the sending of information for direct marketing purposes in the area of specific services selected by the client for which consent is granted (e.g. information about new products, services, discounts, current promotions, etc.) so that TurnaGO can process them in all relevant information systems. This consent may only be granted by a client over the age of 16. The client grants consent for a period of time chosen by them and may revoke it at any time in its entirety or only for a selected area. Once the purpose of processing has been fulfilled, TurnaGO will immediately ensure the destruction of the client's personal data and inform the client thereof. The client has the right to object to the processing of personal data concerning him/her for the purpose of direct marketing, including profiling to the extent that it relates to direct marketing. If the data subject objects to the processing of personal data for the purpose of direct marketing, the controller may no longer process the personal data for the purpose of direct marketing.
11. The client is aware that TurnaGO may entrust the processing of personal data to an intermediary.
12. The client hereby grants TurnaGO consent to copy and scan official documents necessary for the verification and confirmation of the data provided to TurnaGO when placing an order.

13. By ticking the box before sending the order, the client confirms that they have read these general terms and conditions, fully understand their content and agree to them.

14. Relationships not governed by these general terms and conditions are subject to the relevant provisions of the Civil Code, the Commercial Code (if the buyer is not acting as a consumer), Act No. 22/2004 Coll. on electronic commerce and amending and supplementing Act No. 128/2002 Coll. on state control of the internal market in matters of consumer protection and amending and supplementing certain acts, as amended by Act No. 284/2002 Coll. as amended, Act No. 102/2014 Coll. on consumer protection in distance selling and Act No. 170/2018 Coll. on package tours, related travel services, certain conditions for doing business in tourism and on amendments to certain acts.

15. TurnaGO reserves the right to change these general terms and conditions. However, a validly concluded contract is governed by the general terms and conditions agreed by the clients at the time of sending the order.