

POLICY ON THE REFUND OF THE VALUE OF ADMISSION TICKETS AND RECREATIONAL SERVICES PROVIDED UNDERGROUND AT THE SALINA TURDA TOURIST ATTRACTION

I. GENERAL PROVISIONS

Art. 1. Purpose of the Policy

This Policy establishes the conditions, procedure and methods by which SALINA TURDA S.A. may refund the value of admission tickets to the Salina Turda tourist attraction and/or recreational services purchased by tourists, where the tourist has not benefited from the services for which payment was made.

The purpose of this Policy is to ensure a uniform, transparent and fair approach to refund requests, in compliance with the applicable consumer protection legislation and the contractual obligations undertaken by the company.

Art. 2. Scope of Application

This Policy applies to:

- a) admission tickets to the Salina Turda tourist attraction;
- b) tickets and services related to recreational activities carried out underground at the Salina Turda tourist attraction;
- c) tickets or services purchased directly from the company's points of sale;
- d) tickets and services purchased through online platforms or other sales channels authorized by SALINA TURDA S.A.;
- e) requests submitted by consumers/individuals who have purchased the services for personal purposes, outside their professional activity.

Art. 3. Principles

The application of this Policy shall observe the following principles:

- a) legality;
- b) transparency and accurate information provided to tourists;
- c) respect for consumer rights;

- d) equal and non-discriminatory treatment of applicants;
- e) proportionality of the refund in relation to the services actually not provided;
- f) objective verification of the circumstances that gave rise to the refund request;
- g) protection of the legitimate interests of both tourists and SALINA TURDA S.A.

II. LEGAL BASIS

Art. 4.

This Policy shall be applied in compliance with the Romanian legislation in force, including, but not limited to:

- a) **Government Ordinance No. 21/1992 on Consumer Protection**, republished, as subsequently amended and supplemented;
- b) **Government Emergency Ordinance No. 34/2014 on consumer rights in contracts concluded with professionals**, as well as for the amendment and supplementation of certain legal acts, as subsequently amended and supplemented;
- c) the applicable provisions of the **Civil Code** concerning the performance of contractual obligations, non-performance or improper performance of obligations and restitution of performances;
- d) the tax and financial-accounting legislation applicable to refund transactions;
- e) the regulations/conditions governing access to and use of Salina Turda services, as communicated to tourists;
- f) the tariffs and commercial terms approved by the competent bodies of the company.

In the event of amendments to the applicable legislation, this Policy shall be interpreted and applied in accordance with the legal provisions in force.

III. CIRCUMSTANCES IN WHICH A REFUND MAY BE GRANTED

Art. 5. Failure to Provide the Service for Reasons Attributable to the Company

The value of the admission ticket and/or recreational service shall be refunded in full, as applicable, where the tourist has not benefited from the purchased service for a reason attributable to SALINA TURDA S.A.

This category may include, by way of example:

- a) total or partial closure of the tourist attraction for reasons attributable to the company;
- b) unavailability of a recreational service for which the tourist paid separately;
- c) suspension or interruption of a service due to a technical malfunction attributable to the company;
- d) inability to provide the service for organizational reasons attributable to the company;
- e) sale of a ticket for a service which, on the scheduled date and at the scheduled time, can no longer be provided for reasons attributable to the company;
- f) other situations in which the company determines that the purchased service was not made available to the tourist in accordance with the conditions communicated at the time of purchase.

Art. 6. Failure to Provide the Service for Objective Reasons Beyond the Tourist's Control

Where the service cannot be provided due to objective circumstances beyond the control of both the tourist and the company, the company's management may decide to:

- a) reschedule the visit/service at no additional cost; or
- b) issue a voucher for a subsequent visit; or
- c) provide a full or partial refund of the value of the service, depending on the specific circumstances.

Where the service can no longer be provided within a reasonable period or the tourist does not accept rescheduling, the refund request shall be assessed with a view to reimbursing the value of the service not provided.

Art. 7. Failure to Use the Service for Reasons Attributable to the Tourist

Where the tourist does not benefit from the purchased service for reasons attributable to the tourist, a refund shall not constitute an automatic right and shall be assessed depending on the nature of the service, the time at which the request is submitted and the conditions communicated at the time of purchase.

The following circumstances shall be taken into consideration, by way of example:

- a) failure of the tourist to appear on the scheduled date and time for a service requiring prior booking;
- b) leaving the tourist attraction before using a purchased recreational service;

- c) failure to comply with the access conditions or visitor regulations;
- d) inability to use the service due to personal reasons attributable to the tourist;
- e) other situations in which the service was available and made available to the tourist, but the tourist chose not to use it.

In such cases, a refund may be approved only under the conditions provided for by this Policy and the applicable commercial terms.

IV. PARTIALLY PROVIDED SERVICES

Art. 8.

Where the tourist has benefited only partially from the purchased services and the unprovided portion can be separately identified and valued, the refund may be made proportionally to the value of the service not provided.

Example:

Where a package includes admission to the tourist attraction and one or more separately priced recreational services, and one of the recreational services has not been provided for reasons attributable to the company, the value of the service not provided shall be refunded, without requiring a refund of the admission fee, insofar as access to the tourist attraction was actually provided.

Art. 9.

Where the component services of a package do not have individually established values, the refund shall be determined by the person/committee designated by the company, based on the approved tariffs, the structure of the package and the services actually provided.

V. TEMPORARY CLOSURE OF RECREATIONAL SERVICES

Art. 10.

Where, after the purchase of the ticket, a recreational service becomes temporarily unavailable due to technical, safety, organizational or other objective reasons, the tourist shall be informed, as soon as possible, of the situation that has arisen.

Depending on the circumstances, the tourist may be offered:

- a) rescheduling of the service;
- b) an equivalent alternative service, if available and accepted by the tourist;

- c) a voucher for subsequent use of the service;
- d) a refund of the value of the service not provided.

Where the tourist cannot or does not wish to benefit from a reasonable alternative, the refund request shall be assessed in accordance with the provisions of this Policy.

VI. ONLINE PURCHASES AND THE RIGHT OF WITHDRAWAL

Art. 11.

In the case of distance contracts, the provisions of Government Emergency Ordinance No. 34/2014, as subsequently amended and supplemented, shall apply.

The consumer shall benefit, under the conditions provided by law, from the right of withdrawal within the applicable statutory period, subject to the exceptions provided by the legislation in force.

Art. 12.

In the case of services relating to recreational activities for which the contract provides for a specific date or period of performance, the statutory exception to the right of withdrawal provided for by Government Emergency Ordinance No. 34/2014 shall apply.

Therefore, the mere online purchase of a recreational service scheduled for a specific date or period does not automatically grant the consumer the right to request a refund under the general 14-day right of withdrawal.

This rule does not affect the consumer's rights concerning services that have not been provided, have been improperly provided, or situations in which a refund is due under the applicable legislation or contractual terms.

VII. ADMISSION TICKETS

Art. 13.

The Salina Turda admission ticket constitutes proof of the purchase of the right of access to the tourist attraction, under the conditions and for the date and/or period for which it was issued.

Where the tourist has actually used the ticket and benefited from access to the tourist attraction, the value of the ticket shall not be refunded merely because the tourist subsequently decides to interrupt the visit or not to use all the available facilities.

Art. 14.

Where the ticket has not been used and the tourist requests a refund, the request shall be assessed based on:

- a) the method of purchase;
- b) the date and period for which the ticket was issued;
- c) the commercial terms communicated at the time of purchase;
- d) the existence of an objective reason for non-use;
- e) the applicable legal provisions;
- f) the possibility of rescheduling the visit.

Approval of a refund in such circumstances shall not constitute recognition of a general right to cancel any ticket, but shall be carried out in accordance with this Policy and the applicable legislation.

VIII. REFUND REQUEST PROCEDURE

Art. 15.

A refund request shall be submitted by the person who made the purchase or, as applicable, by the holder of the right to use the ticket/service.

The request may be submitted:

- a) at the company's designated points of sale;
- b) by e-mail, to the official address communicated by the company;
- c) through the online platform via which the purchase was made, where the platform allows for such a procedure;
- d) through other methods established and officially communicated by the company.

Art. 16.

The refund request shall include, as applicable:

- a) the applicant's first and last name;
- b) contact details;

- c) date of purchase;
- d) ticket/order/invoice number, as applicable;
- e) the service for which the refund is requested;
- f) the amount paid;
- g) the reason for the request;
- h) any available supporting documents;
- i) the requested method of refund.

The company may request additional information or documents necessary to verify the request.

IX. ASSESSMENT AND SETTLEMENT OF REFUND REQUESTS

Art. 17.

Refund requests shall be reviewed by the persons designated by the management of SALINA TURDA S.A.

The review shall take into consideration:

- a) the existence and validity of the ticket;
- b) confirmation of payment;
- c) whether the ticket has been used;
- d) the services actually provided;
- e) the reason why the service was not used/provided;
- f) responsibility for the failure to provide the service;
- g) the commercial terms applicable on the date of purchase;
- h) the applicable legislation.

Art. 18.

Where it is determined that the purchased service was not provided for reasons attributable to the company, and the service cannot be restored or rescheduled, or the tourist does not accept such an

option, the value of the service not provided shall be refunded in accordance with the applicable legislation.

Government Ordinance No. 21/1992 provides that, where a service does not comply with the conditions prescribed or declared by the service provider, the service shall be remedied or, where this is not possible, the value of the service shall be refunded immediately after the situation has been established, provided that the situation is not attributable to the consumer, with the refund being made at the value established in the contract.

Art. 19.

Where a refund is approved, it shall generally be made using the same payment method used for the purchase, insofar as this is technically and financially/accounting-wise possible.

For payments made by card, the refund shall be processed through the financial mechanism corresponding to the original transaction.

For cash payments, the refund may be made in cash, in compliance with the applicable financial-accounting legislation and the company's internal procedures.

For purchases made through platforms or intermediaries, the refund shall be processed in accordance with the procedures and terms of the relevant platform/intermediary, without prejudice to the consumer rights provided by law.

X. CIRCUMSTANCES IN WHICH A REFUND MAY BE REFUSED

Art. 20.

A refund request may be refused, with reasons provided, where:

- a) the service has been fully provided in accordance with the communicated conditions;
- b) the tourist has actually benefited from the service for which payment was made;
- c) the service was available, but the tourist chose not to use it;
- d) the non-use of the service is exclusively attributable to the tourist;
- e) the request is not supported by sufficient information or documents to identify the purchase and verify the circumstances;
- f) the request is submitted outside the applicable legal or contractual conditions;

g) the tourist requests a refund for a service for which they were properly informed of the applicable cancellation/rescheduling conditions and such conditions do not allow for a refund, in the absence of a legal basis for such refund.

The rejection of a request may not result in the restriction or exclusion of any rights granted to consumers under the legislation in force.

XI. EXCEPTIONAL CIRCUMSTANCES

Art. 21.

In exceptional circumstances, such as:

- a) accidents or incidents occurring at the tourist attraction;
- b) emergency situations;
- c) access restrictions imposed by the authorities;
- d) major technical incidents;
- e) total or partial closure of the tourist attraction;
- f) natural phenomena or other objective circumstances preventing the visit from taking place;
- g) other unforeseen circumstances making it impossible to provide the services,

the company's management may order special measures concerning rescheduling, compensation or refund of the value of the services, in compliance with the applicable legislation.

XII. INFORMATION PROVIDED TO TOURISTS

Art. 22.

This Policy and the conditions governing access to and use of the services shall be brought to the attention of tourists through appropriate means, including, where applicable:

- a) display at points of sale;
- b) publication on the official Salina Turda website;
- c) display/mention on the online sales platform;
- d) mention on the ticket, order confirmation or fiscal document, as applicable;
- e) communication by the company's personnel.

The information provided to tourists shall be clear, complete, accurate and accessible.

XIII. RESPONSIBILITIES

Art. 23.

Personnel responsible for selling tickets and services shall have the obligation to:

- a) properly inform tourists about the conditions of access and use;
- b) communicate the applicable cancellation, rescheduling and refund conditions;
- c) register refund requests;
- d) forward requests to the competent persons;
- e) retain supporting documents in accordance with the company's internal procedures.

Art. 24.

The persons designated to handle refund requests shall have the obligation to assess each case objectively and document the decision adopted.

XIV. FINAL PROVISIONS

Art. 25.

This Policy does not limit the rights of consumers established by the legislation in force and may not be interpreted as excluding any rights granted to consumers by mandatory legal provisions.

Art. 26.

In the event of a conflict between this Policy and a mandatory legal provision, the legal provision shall prevail.

Art. 27.

This Policy shall enter into force on the date of its approval by the competent body of SALINA TURDA S.A.

Art. 28. Any amendment to this Policy shall be made in accordance with legislative amendments, the company's commercial policy and the decisions of the competent bodies of SALINA TURDA S.A.

SALINA TURDA S.A.