

ZIPLINE DOLINKA

TERMS & CONDITIONS

1. Scope

These Terms govern all reservations and participation in activities organised by Ažman & Ažman d.o.o. (Zipline Dolinka). By booking or participating, guests accept these Terms.

2. Reservations

Reservations may be made online, by telephone, email or in person. A booking is confirmed once accepted by Zipline Dolinka. Participants must present a valid confirmation upon arrival.

3. Meeting Point

Meeting point: Cesta svobode 1, 4260 Bled, Slovenia. Participants must arrive at least 20 minutes before departure. Late arrivals may be treated as no-shows.

4. Cancellation Policy

Free cancellation up to 24 hours before the scheduled tour. Cancellations made less than 24 hours before departure and no-shows are non-refundable unless required by mandatory law.

5. Participation Requirements

Minimum age: 6 years. Maximum weight: 120 kg. There is no minimum weight requirement. Participation is only permitted if the participant can be safely fitted with the required harness and PPE. Harness fit and participation suitability are determined solely by trained Zipline Dolinka staff.

6. Children

Children under 15 must participate together with at least one parent or legal guardian. Participants aged 15–17 require written parental/legal guardian consent. Staff decide whether a child rides independently or in tandem with a professional guide. This decision is final.

7. Medical Restrictions

Participation is not permitted for pregnant persons, persons under the influence of alcohol or drugs, persons with heart disease, serious musculoskeletal injuries, epilepsy, recent surgery or any condition that could compromise safety. If uncertain, guests should consult their physician before booking.

8. Alcohol and Drugs

Guests must not be under the influence of alcohol, illegal drugs or any substance that may impair judgement, coordination or reaction time. Any guest who, in the sole opinion of Zipline Dolinka staff, appears to be under the influence will not be permitted to participate and no refund will be provided.

9. Safety

Attendance at the safety briefing is mandatory. All guide instructions are binding. Participants may not remove or modify safety equipment. Closed sports shoes are mandatory. Long hair must be securely braided. Action cameras may only be used when approved and securely attached by staff.

10. Right to Refuse Participation

Zipline Dolinka may refuse or terminate participation whenever staff reasonably believe participation may endanger the participant, other guests, guides or safe operation. Safety decisions made by staff are final.

11. Weather

Tours normally operate in light rain. Tours may be delayed, modified or cancelled due to thunderstorms, strong winds, flooding, wildfire risk or other unsafe conditions. If cancelled by Zipline Dolinka for safety reasons, participants will be offered rescheduling or a refund.

12. Participant Responsibilities

Participants must provide accurate information regarding age, health and other safety-related matters, behave responsibly, follow all instructions, and immediately report any equipment concerns or medical issues.

13. Personal Property

Guests participate at their own risk regarding personal belongings. Loose items should be secured. Zipline Dolinka is not responsible for loss or damage except where required by law.

14. Photography & Media

Personal recording devices require staff approval. Commercial use of photographs or videos of the activity requires prior written permission from Zipline Dolinka.

15. Force Majeure

Zipline Dolinka shall not be liable for delays, modifications or cancellations caused by events beyond reasonable control, including severe weather, natural disasters, road closures, government restrictions or other force majeure events.

16. Liability

Zipline activities involve inherent risks. Nothing in these Terms excludes liability that cannot legally be excluded. Otherwise, liability is limited to the extent permitted by Slovenian law.

17. Privacy

Personal data are processed in accordance with applicable data protection legislation and the company's Privacy Policy.

18. Governing Law

These Terms are governed by the laws of the Republic of Slovenia. Slovenian courts shall have jurisdiction unless mandatory consumer law provides otherwise.

Recommended Additional Documents

- Participation Waiver / Assumption of Risk
- Privacy Policy (GDPR)
- Cookie Policy
- Photo & Video Consent
- Gift Voucher Terms
- Group Booking Terms
- School Group Terms
- Corporate Event Terms

Professional Recommendation

Before publication this document should be reviewed by a Slovenian lawyer familiar with consumer law, tourism and outdoor adventure activities. This ensures enforceability and compliance with Slovenian and EU legislation.