

FLEXI PRICES FAQ

WHAT WILL THE AQUA PASS PRICES BE FOR THIS WINTER SEASON?

1. The prices will be determined as so-called Flexi (dynamic) prices, set by the operator based on criteria established by them, primarily depending on the visit date.
2. Purchases through the Gopass selling system at www.gopass.travel: online prices are determined by the operator based on various factors, especially (but not exclusively) the water park's occupancy in high and low season, the day of the week and the weather.
3. Purchases in the resort: offline prices (at ticket offices or customer centres in resorts) are also determined by the operator based on various factors, especially (but not exclusively) the water park's occupancy in high and low season, the day of the week and the weather. The price list will be updated daily, and the current prices will always be displayed at ticket offices or customer centres.
5. The best-value purchase is always online via the Gopass selling system at www.gopass.travel (you can even buy tickets online just a few minutes before your water park visit).

WHERE CAN WATER PARK TICKETS BE PURCHASED?

1. Online through the Gopass selling system at www.gopass.travel to get the best-value Flexi prices.
2. At ticket offices in resorts – at Flexi prices.

HOW WILL I RECEIVE MY AQUA PASS PURCHASED ONLINE?

When purchasing an aqua pass for the first time, you must register for the Gopass programme at www.gopass.travel. You can collect your Gopass card in the resort and use it for future purchases. The aqua pass will be automatically activated in your Gopass account and on your card after your payment is completed. To use the aqua pass in the water park, you can also opt for your digital card, which is available immediately after registering for the Gopass programme at www.gopass.travel.

WHAT WILL BE THE MAXIMUM AQUA PASS PRICE DURING THE SEASON?

In the Bešeňová and Tatralandia water parks, we have moved away from fixed aqua pass prices. From now on, the prices of 1-day aqua passes will be determined by supply and demand, meaning they will depend on the resort's occupancy on a specific day, the purchase date, the weather and the season type (high or low season). The current price for a specific date will always be displayed on the water parks' websites.

WHAT WILL THE PRICES BE AT REGULAR TICKET OFFICES IN WATER PARKS?

Aqua pass prices at regular ticket offices will be flexible, meaning they will dynamically change based on the current water park occupancy, weather and other factors. They will be higher compared to the flexible prices available through the Gopass sales system online at www.gopass.travel. The current day prices will always be displayed at the ticket offices and on the websites of the individual resorts.

WHEN PRICES CHANGE AT WWW.GOPASS.TRAVEL, DO THEY ALSO CHANGE AT THE TICKET OFFICES?

Yes, from the 2024/2025 winter season, we are introducing flexible (dynamic) aqua pass prices at the water parks (regular ticket offices/offline sales). These prices will respond to the water park's occupancy, weather and other factors.

IS THERE A TIMETABLE FOR WHEN PRICES INCREASE?

Yes, prices change based on several factors, such as the water park's occupancy in high and low season, the day of the week and the weather.

WHY ARE AQUA PASSES MORE EXPENSIVE DURING SPRING SCHOOL HOLIDAYS AND EASTER?

The price of aqua passes depends on the water park's occupancy. In busy periods, the price is higher, while at less busy times, the price is lower. Spring school holidays and Easter are among the busiest times of the season, and prices reflect this.

IS IT POSSIBLE THAT I BUY AN AQUA PASS ONLINE (AT WWW.GOPASS.TRAVEL) AND THE PRICE IN THE WATER PARK TICKET OFFICE IS LOWER ON THE DAY OF MY VISIT?

No, such a situation will not occur as the prices at the water park ticket office on the given day are always higher than the prices at www.gopass.travel.

CANCELLATION AND OTHER OPTIONS

Can I cancel my aqua pass or use it otherwise?

Don't worry about buying early – the date of your water park visit can be changed. Cancellation is subject to a fee of 1 EUR/30 CZK/5 PLN (one day before validity until 11:59 pm) or 5 EUR/150 CZK/25 PLN (on the day of validity until 11:59 am). The remaining amount will be credited to your account as goX credit. Products cannot be cancelled on the day of use after 12:00 pm. If you activated a voucher at no cost (0 EUR/0 CZK/0 PLN), cancellation will only be possible if there is sufficient goX credit in your account (1 EUR/30 CZK/5 PLN for cancellation one day before validity until 11:59 pm, or 5 EUR/150 CZK/25 PLN on the day of use until 11:59 am). Seasonal products and most events cannot be cancelled.

CAN I CHANGE THE DATE OF MY AQUA PASS TO ANOTHER DAY? DOES THE PRICE STAY THE SAME, OR DOES IT CHANGE? IS THERE A FEE FOR THIS CHANGE?

Yes, you can change your visit date as follows: The purchased aqua pass must be cancelled to receive goX credit. Cancellation is subject to a fee of 1 EUR/30 CZK/5 PLN (one day before validity until 11:59 pm) or 5 EUR/150 CZK/25 PLN (on the day of validity until 11:59 am). The remaining amount will be credited to your account as goX credit, which you can use to buy an aqua pass for a new date. If the aqua pass for the new date is more expensive, you can top up your goX credit. If you no longer wish to use the water park services, the credit can be used to buy something else, such as a ski pass.

IN WHICH WATER PARKS ARE AQUA PASSES SOLD AT FLEXIBLE PRICES?

Flexible prices apply to the Bešeňová and Tatralandia water parks.

WHEN WILL THE AQUA PASS PRICE LISTS BE PUBLISHED?

The aqua pass price lists will be published in the first half of December.

The current prices for specific dates can already be found on the Gopass selling system website at www.gopass.travel or on the websites of individual resorts.