

Pursuant to Article 20 of the Resolution on the Establishment of the Ljubljana Castle Public Institute, the Director of the Ljubljana Castle Public Institute, Mateja Avbelj Valentan, hereby issues the:

Regulations for Cooperation with Travel Agencies, Tour Operators and Other Tourist Service Providers and Event Organisers

I. General Provisions

Article 1 (Content of the Regulations)

The Regulations govern the cooperation of the Ljubljana Castle Public Institute (hereinafter: the LC) with travel agencies and tour operators as well as event agencies in Slovenia and abroad (hereinafter: the TA).

Article 2 (Aims)

The aims of the Regulations are:

- to establish criteria for initiating cooperation between the LC and the TA;
- to simplify cooperation between the LC and the TA;
- to establish equal and clear criteria for acquiring the entitlements of the TA.

Article 3 (Criteria for Initiating Cooperation between the LC and the TA)

The criteria for signing an agreement between the LC and the TA are:

- the TA must demonstrate an interest in cooperating with the LC in the sale of programmes and content that are within the domain of the LC, or in the rental of premises;
- the TA must have the registered activity of travel agencies in Slovenia or in any other country within the EU.

Article 4 (Agreement)

The TA and the LC sign a Cooperation Agreement. The Cooperation Agreement shall be signed for a period of one year and shall enter into force on the day that it is signed by both partners, unless otherwise specified in the agreement.

The following conditions are defined in the Cooperation Agreement:

- the way of announcing events, groups and individuals;
- the percentage of commission, which is calculated as a discount;
- the method of invoicing and payment deadlines;
- the prohibition on an unqualified guide acting as a guide through the LC;
- the stipulation that, at the LC, visitors may only be guided by guides licensed by the Chamber of Commerce and Industry of Slovenia, Tourism Ljubljana or the Ljubljana Castle;
- other demands of the LC.

II. Transportation Tickets and Entry Tickets

Article 5 (Prices)

An obligatory integral part of the agreement is the link to the website: <https://www.ljubljanskigrad.si/sl/obiscite-nas/odpiralni-casi-in-cenik/>, which defines the services that the LC sells and the TA purchases. For a TA that has concluded an agreement with the LC, group prices for transport tickets and entry tickets are valid even in the event that the group contains fewer than 15 persons.

Article 6 (Discounts on Transport Tickets and Entry Tickets)

The TA has the right to the following discounts:

- up to 8% on the sale of transport tickets that have a price of up to €12.00 per person;
- up to 8% on the sale of entry tickets that have a price of up to €12.00 per person;
- up to 10% on the sale of entry tickets that have a price between €12.01 and €25.00 per person;
- up to 20% on the sale of entry tickets that have a price exceeding €25.01 per person.

Article 7 (Gratis Places)

An agreement on gratis places forms an integral part of the agreement.

The TA has the right to a minimum of 1 gratis place for 15 paid tickets. In addition, the agency has the right to a gratis place for the group guide. In the event that the group does not have a guide, gratis places are recognised according to the number of persons.

In addition to the tourist guide, a gratis place is also provided for the guide, who must be a member of the Association of Slovenian Tourist Guides and must have passed the relevant exam at the Chamber of Commerce and Industry of Slovenia, the Ljubljana Tourism or the Ljubljana Castle.

Article 8 (Promotion)

For the purposes of general or special promotion, strategic cooperation and advertising, the LC may grant a reduced ticket price or free access to the LC and viewing of the content and the premises that it rents.

In this case, the specific purpose of the approval of the reduced ticket price or free access must be clearly stated on issuing the approval.

Free tickets can be approved by:

- the Director of the LC;
- the Head of Marketing of the LC;
- the Head of Public Relations of the LC;
- the Head of the Programme of the LC.

Free tickets may also be approved by anyone else at the LC on the condition that they obtain authorisation from the Director or from one of the department heads listed above.

III. Rental of Premises

Article 9 (Prices)

The annual pricelist for the rental of premises forms an obligatory integral part of the agreement. This pricelist defines the services that the LC sells and the TA purchases.

Article 10 (Discounts on Rental of Premises)

For a TA that has a Cooperation Agreement with the LC and that rents halls in the calendar year, the discounts are as follows:

- on 1-2 days of hall rental, an 8% discount is offered;
- on 3-5 days of hall rental, a 15% discount is offered;

- on 6-10 days of hall rental, a 25% discount is offered;
- on more than 11 days of hall rental, a 30% discount is offered;

The discount is calculated retrospectively once a year in January of the following year, and is recognised as a credit in the following year.

IV. Final Provisions

Article 11 (Viewing Premises)

The TA may request a reduced ticket price or free access to the LC and view the content and premises that the LC rents.

A detailed justification must be submitted on requesting such access.

Article 12 (Infringement of the Regulations)

In the event that the LC determines that the TA has submitted an untrue justification on requesting free or discounted tickets for entry or transportation, or in the event that, in the name of the TA, a person who does not hold the required license acts as a guide at the LC, this represents sufficient cause for the LC to terminate the Cooperation Agreement and all of the benefits that the TA enjoys.

Article 13 (Other)

With regard to all other matters that are not specifically stipulated in these Regulations, the GENERAL CONDITIONS OF THE PURCHASE OF TICKETS AND GOODS AT THE LJUBLJANA CASTLE PUBLIC INSTITUTE apply.

Article 14 (Validity of the Regulations)

The Regulations enter into force on the day that they are signed by Mateja Avbelj Valentan, Director of the Ljubljana Castle Public Institute.

Regulations No.: 01-02/2019

Ljubljana, 11.01.19

Mateja Avbelj Valentan

Director of the Ljubljana Castle Public Institute