GENERAL CONDITIONS FOR THE PURCHASE OF TICKETS FOR FILM UNDER THE STARS AT THE LJUBLJANA CASTLE PUBLIC INSTITUTE

I. GENERAL

Article 1
(Introductory Provision)

The general conditions for the purchase of tickets for Film Under the Stars at the Ljubljana Castle Public Institute (hereinafter: the General Conditions) govern the rights and obligations between the buyer and the seller in the conclusion of contracts governing the sale of tickets.

The buyer is bound by the General Conditions valid at the time of purchase. Any disputes arising shall be resolved by the court in Ljubljana having jurisdiction on the substance.

Article 2
(Terminology Used)

The Ljubljana Castle Public Institute may appear in these General Conditions as:
- the seller of tickets or goods at sales points;
- the organiser of an event/performance.

The Kinodvor Public Institute may appear in these General Conditions as:
- the organiser of an event/performance.

Organiser: the organiser of an event may also be a third person, in the case that the event/performance takes place on the premises of the Ljubljana Castle.
Buyer: the person who purchases a ticket or goods at Ljubljana Castle sales points.
Purchase: the exchange of goods/services for payment.
Contractual relationship: the purchase of tickets or goods constitutes the initiation of a contractual relationship between the buyer and the seller.
Programski atelje A&Z d.o.o. appears in these General Conditions as:
- the provider of technology support in issuing tickets;
- the provider regarding sales through the sales network mojekarte.si.

Written order: the ordering of tickets via email for legal entities.

Article 3
(Information about the Ljubljana Castle Public Institute and Kinodvor)

Ljubljana Castle Public Institute
Seat: Grajska planota 1,
Address: p. p. 72 , SI-1001 Ljubljana,

Slovenia, EU
Tax No.: SI82858632
Registration No.: 3887359
The Ljubljana Castle Public Institute is entered in the court register at the District Court of Ljubljana: registration number SRG 2011/1361.

Kinodvor Public Institute
Seat: Kolodvorska ulica 13, SI-1001 Ljubljana
Slovenia, EU
Tax No.: SI12753173
Registration No.: 3345548000
The Kinodvor Castle Public Institute is entered in the court register at the District Court of Ljubljana: registration number SRG 2008/22768.

II. TICKET SALES POINTS

Article 4
(Ljubljana Castle Sales Points)

- Entrance Pavilion;
- Lower funicular railway station
- Viewing Tower
- Hostel Celica (Metelkova 8)
- Internet sales (https://www.ljubljanskigrad.si/sl/nakup-vstopnic/)

Article 5
(Payment Means)

At Ljubljana Castle sales points, it is possible to pay:

- in cash (EUR);
- by debit and credit cards (MasterCard, Visa, Visa-Electron, BA, Karanta Maestro and Diners).

Article 6
(Authorised Sales Points)

The Kinodvor Public Institute acts as an authorised sales point for the sale of tickets. The other authorised sales points of the mojekarte.si sales network are: Alpetour, Petrol, Kiosk Delo Prodaja, Kompas, Kompas Postojna d.o.o., Last minute center, Logo service stations, M holidays branches, OMV service stations with Multi točka, TIC, 3DVA kiosks and individual sales points listed at:
https://www.mojekarte.si/si/prodajna-mesta.html).

Article 7
(Reservation of Tickets)

It is not possible to reserve tickets.

Article 8
(Validity of Tickets)

Tickets for Film Under the Stars are valid for a precisely determined screening.

Each individual ticket is valid for one entry only.

Article 9
(Cancellation or Interruption of Screening)

In the case of rain or a bad weather forecast, the screening will be cancelled. A replacement screening will take place the following day at 9.30 pm at Kinodvor (Kolodvorska ulica 13). In the case of the cancellation of a pre-premiere or special screening, there will be two replacement screenings at Kinodvor, at 7.00 pm and 9.30 pm.

Information about the cancellation of a screening will be posted on the websites www.ljubljanskigrad.si and www.kinodvor.org by 7.00 pm on the day of the scheduled screening.

Article 10
(Exchange of Tickets for Cancelled or Interrupted and then Cancelled Screenings)

Tickets for cancelled or interrupted and then cancelled screenings can be exchanged for one of the following options:

- tickets for an alternative screening: at the Kinodvor box office until the theatre is full (note: the Kinodvor theatre has 188 seats and the courtyard of the Ljubljana Castle has 1000 seats);
- tickets for the screening of another film from the programme of Film Under the Stars: at the cash desk of the Entrance Pavilion at the Ljubljana Castle and at the lower funicular railway station;
- refund of the purchase price: at the place of purchase until **16 August 2019** inclusive. After this date, the exchange of tickets for the purchase price will not be possible. Tickets purchased through online sales can be exchanged for the purchase price at the cash desk of the Entrance Pavilion at the Ljubljana Castle and at the lower funicular railway station.

Tickets for cancelled or interrupted and then cancelled pre-premieres or special screenings can be exchanged for one of the following options:

- tickets for an alternative screening: at the Kinodvor box office until the theatre is full (note: the Kinodvor theatre has 188 seats and the courtyard of the Ljubljana Castle has 1000 seats);
- tickets for another pre-premiere or special screening from the programme of Film Under the Stars: at the cash desk of the Entrance Pavilion at the Ljubljana Castle and at the lower funicular railway station;
- refund of the purchase price: at the place of purchase until **16 August 2019** inclusive. After this date, the exchange of tickets for the purchase price will not be possible. Tickets purchased through online sales can be exchanged for the purchase price at the cash desk of the Entrance Pavilion at the Ljubljana Castle and at the lower funicular railway station.

III. FINAL PROVISIONS

Article 11

All other provisions not specified in these General Conditions are subject to the currently valid General Conditions for the Purchase of Tickets and Goods at the Ljubljana Castle, which are available at all sales points at the Ljubljana Castle and at:

https://www.ljubljanskigrad.si/assets/07-O-nas/Katalog-informacij-javnega-znacaja/Splosni-pogoji-nakupa-vstopnic-in-blaga-JZ-LG-1.4.2019.pdf

The seller reserves the right to change these General Conditions at any time. In doing so, the seller will always inform the buyer about a substantive change to the General Conditions by posting the change on the homepage of the seller's website.

Ljubljana, 8 July 2019