

## **GENERAL TERMS AND CONDITIONS FOR THE PURCHASE OF TICKETS AND THE EXECUTION OF THE GUIDED TOUR CULINARY TIME MACHINE**

### Article 1

#### (Introductory Provision)

The General Terms and Conditions for the purchase of tickets and execution of the guided tour Culinary Time Machine at the Ljubljana Castle Public Institution (hereinafter: General Conditions) govern the rights and obligations between the Buyer and the Seller in the conclusion of contracts governing the sale of tickets and the execution of the guided tour Culinary Time Machine.

The Buyer is bound by the General Conditions valid at the time of the order and the payment of the guided tour. Any disputes arising shall be resolved by the competent court having jurisdiction in Ljubljana.

### Article 2

#### (Terminology Used)

The Ljubljana Castle Public Institution may be represented in these General Conditions as the seller of tickets and the organiser of the guided tour.

Buyer: person who orders or buys a ticket.

Purchase: an exchange of goods/services for payment.

Order: wish, request that someone supply, deliver certain goods or perform a certain service.

Contractual Relationship: the purchasing of tickets or goods constitutes the beginning of a contractual relationship between the Buyer and the Seller.

Written Order: the ordering of tickets via email.

Pro forma Invoice: offer of an estimated value.

Regular guided tour: guided tour that is on a specific date at a specific time

Guided tour by prior arrangement: guided tour that is on any date and time

In these General Conditions, Programski atelje A&Z d.o.o. acts as:

- a provider of technological support in issuing tickets;
- a provider with regard to sales via the sales network [mojekarte.si](http://mojekarte.si).

### Article 3

#### (Ljubljana Castle Public Institution Data)

Javni zavod Ljubljanski grad (Ljubljana Castle Public Institution)

Seat: Grajska planota 1

Address: p.p. 72, SI-1001 Ljubljana, Slovenija, EU.

Tax No.: SI82858632

Registration No.: 3887359

Ljubljana Castle Public Institution is entered in the court register at the District Court in Ljubljana: registration number SEG 2011/1361.

#### Article 4

##### (Purchase Process)

a) Regular guided tours (scheduled tours)

Tickets for regular guided tours can be purchased online and at physical sales points of the Ljubljana Castle, up to four (4) days before the scheduled guided tour.

When buying tickets, the Buyer is obliged to enter contact information for the purposes of informing, which is defined in Article 6 of these General Conditions.

b) Guided tours by prior arrangement:

Tickets for guided tours by prior arrangement can be paid by a pro forma invoice or a voucher (applies to tourist agencies with which the Ljubljana Castle has a Cooperation agreement, and budget users). Payment of the pro forma invoice must be made no later than four (4) days before the date of the guided tour.

#### Article 5

##### (Means of Payment)

Means of payment:

- Pro forma invoice;
- Voucher (applies to tourist agencies with which the Ljubljana Castle has a Cooperation agreement, and budget users);
- Online payment (valid when purchasing tickets online).

Payment must be made no later than four (4) days before the guided tour.

#### Article 6

##### (Confirmation of the guided tour or cancellation of the guided tour)

The minimum number of persons for a guided tour is 10, and the maximum number is 24 persons.

The guided tour is confirmed once the minimum number of people is reached.

When making a purchase, Ljubljana Castle requires the Buyer's phone number for the purpose of informing the Buyer about the guided tour. The Buyer will be informed about the confirmation or the cancellation of the guided tour through a text message.

#### Article 7

##### (Cancellation and refund)

The Culinary Time Machine guided tour will take place on condition that at least 10 persons purchase the ticket. In case of insufficient number of Buyers, Ljubljana Castle reserves the right to cancel the guided tour.

The Buyer will be informed about the cancellation of the guided tour through a text message no later than three (3) days before the guided tour.

a) Cancellation of the guided tour by the organizer

Refund in case of cancellation of the guided tour:

- For tickets purchased online, the refund will be made to the means of payment with which the purchase was made (Mastercard, Visa, etc.). Ljubljana Castle will send a request to the bank for a refund of the purchase price.
- For tickets purchased at physical sales points, the Buyer will be asked to provide information for remittance of the purchase price (transaction account number, address, and postal code). Ljubljana Castle will transfer the refund of the purchase price to the Buyer's transaction account.
- For tickets purchased at physical sales points, it will also be possible to refund the purchase price at the physical sales points up to thirty (30) days after the scheduled date of the guided tour. Ljubljana Castle will refund the purchase price to the Buyer at the sale point.

b) Withdrawal from the purchase of the guided tour by the Buyer

The Buyer can withdraw from the purchase of the Culinary Time Machine guided tour up to four (4) days before the scheduled date without giving a reason for such cancellation. In this case, Ljubljana Castle undertakes the refund of the purchase price to the Buyer as explained under point a) of this article.

If the Buyer withdraws from the purchase less than four (4) days after the scheduled date of the guided tour, the Buyer is not entitled to a refund of the purchase price.

## Article 8

### (Final Provisions)

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: [www.ljubljanskigrad.si](http://www.ljubljanskigrad.si)

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<sup>th</sup> August 2022