

GENERAL TERMS AND CONDITIONS of Cooperation with Tourist Agencies, Tour Operators, Other Tourist Service Providers and Event Organisers

I. GENERAL

Article 1 (Introductory Provision)

The General Terms and Conditions of Cooperation with Tourist Agencies, Tour Operators, Other Tourist Service Providers and Event Organisers (hereinafter referred to as the GTC) govern the cooperation of the Ljubljana Castle Public Institute (hereinafter referred to as the LC) with tourist agencies, tour operators, other tourist service providers and event organisers (hereinafter referred to as the TA).

The aim of the GTC is to determine the criteria for the commencement of cooperation between the LC and TAs, to standardise cooperation between the LC and TAs, and to establish equal and clear criteria for obtaining the rights and benefits of TAs.

TAs are bound by the General Terms and Conditions that are valid at the time of purchase.

Article 2 (Terminology Used)

Buyer: a TA that orders transport tickets, admission tickets and other tourist services from the LC.

TA: a legal or natural person who organises visits by tourist groups or provides tourist services and enters data about the tourist groups into the reservation system.

Tourist group: a group of visitors who visit the Ljubljana Castle as an organised group.

Reservation system: an information system designed to register tourist groups and manage their reservations.

Reservation: a set of tourist group data entered into the reservation system, indicating the date of the visit, the number of persons in the group and the selected tourist services.

Purchase: the acquisition of transport tickets, admission tickets or other tourist services in exchange for payment.



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Credit note: a document that reduces the value of or annuls a previously issued invoice, or that represents a refund or credit for previously purchased but unused transport tickets, admission tickets or other tourist services.

Pro forma invoice: a document issued prior to the provision of services, stating the estimated costs and the number of transport or admission tickets. A pro forma invoice serves as a basis for payment but does not constitute an actual invoice.

Invoice: an official tax document confirming the sale of transport or admission tickets, or confirming that services have been provided.

Tourist services: services including the organisation and execution of guided tours, funicular transportation, access to all permanent and temporary castle content and other experiences within the LC offer.

Gratis ticket: a transport or admission ticket provided free of charge.

Promotor: a natural or legal person whose activities contribute to the popularisation of castle content within the LC offer and to an increase in sales.

LC sales points: the ticket offices at the lower funicular station and the Entrance Pavilion (in front of the main entrance to the LC).

Voucher: a document of value or electronic certificate that enables the holder to pay in full or in part for transport tickets, admission tickets or other tourist services within the scope of the LC offer.

Administrative user: a person representing the TA who is authorised to register the TA in the reservation system, to manage agency data and to add sales representatives. The administrative user has the right to enter, view and edit agency data in the reservation system.

Sales representative: a person representing the TA who is authorised to execute sales of tourist services through the reservation system. The sales representative receives authorisation by email and can enter, edit or manage tourist group reservations within the scope of authorisations determined by the TA's administrative user.

Rental of premises: rental of halls and other spaces, as well as technical equipment.

Article 3 (Data about the LC) Ljubljana Castle Public Institution

Seat: Grajska planota 1,



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

VAT No.: SI82858632, Registration No: 3887359000

The LC is entered in the court register at the District Court in Ljubljana: registration number SRG 2011/1361.

Article 4 (Cooperation between the LC and the TA)

The TA can cooperate with the LC in two ways:

- exclusively on the basis of individual reservations, without a Cooperation Agreement;
- on the basis of a Cooperation Agreement.

The conditions for concluding a Cooperation Agreement are set out in Article 14 of the GTC.

Article 5 (LC Reservation System)

Regardless of the form of cooperation, TAs register all reservations of tourist groups exclusively through the LC reservation system.

The LC reservation system is accessible 24 hours a day, 7 days a week throughout the year. The website is accessible from any device connected to the Internet.

The use of the LC reservation system is obligatory for all TAs that want to organise a visit to the LC, including TAs that have concluded a Cooperation Agreement with the LC. A TA is entitled to the benefits listed in Article 7 only in the case that it uses the LC reservation system.

Article 6 (Registration in the LC Reservation System)

- Each TA independently performs the first registration in the reservation system.
- The TA completes the registration form with all of the required information.
- After confirming the email address, the TA administrative user enters the details of their sales representatives (first name, surname, email address and phone number).
- After successful confirmation of the email address, sales representatives can enter reservations in the LC reservation system and manage reservations.

Users of the LC reservation system are obliged to ensure that all of the data entered into the reservation system are correct, complete and up-to-date.

Help and support with entering and managing reservations is available by phone on 01 306 4219 and by email at trzenje@ljubljangrad.si every weekday between 8.00 am and 4.00 pm.

In the event of force majeure or unavailability of the LC reservation system website, the TA will contact the LC at trzenje@ljubljanaskigrad.si (every weekday between 8.00 am and 4.00 pm).

Article 7 (Advantages of Using the LC Reservation System)

Using the LC reservation system brings the following advantages:

- entry of group reservations 24 hours a day, 365 days a year;
- access to the application from anywhere at any time;
- access to the application through various devices (computer, tablet, mobile phone, etc.);
- changing/managing registered groups and updating data up to 24 hours before the arrival of the group (changing/managing registered groups is not possible after tickets have been issued by the LC reservation system – Print@home);
- various payment options: via the online interface with payment cards or with a voucher/purchase order form;
- download electronic tickets (Print@home) before arriving at the location to avoid queues at the box office;
- monitoring ticket usage;
- monitoring paid or overdue liabilities.

Article 8 (Methods of Payment)

The LC reservation system allows the following methods of payment:

- online payment with payment cards supported by the system;
- on the basis of a pro forma invoice,
 - o the payment deadline is three (3) business days before the date on which the service is provided,
 - o the pro forma invoice is final and later changes are no longer possible;
- with a voucher/purchase order form that the user uploads in PDF format upon registration; this payment method can be used by:
 - o budget users in the Republic of Slovenia and contractual partners of the LC,
 - o TAs that are not in a contractual relationship with the LC but have previously demonstrated payment discipline with at least three (3) on-time payments based on a pro forma invoice, meaning that the pro forma invoice was paid in full no later than three (3) business days before the service was provided.

When making a reservation using the LC reservation system, payment is also possible at LC sales points, where the following payment methods are available:

- in cash up to the cashier's maximum amount, which is determined by Article 23a of the Rules on the Implementation of the Tax Procedure Act and amounts to €420.00;

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- with payment and credit cards (MasterCard, Visa, BA, Maestro, Diners);
- with a voucher/purchase order form; this payment method can be used by:
 - o budget users in the Republic of Slovenia and contractual partners of the LC,
 - o TAs that are not in a contractual relationship with the LC but have previously demonstrated payment discipline with at least three (3) on-time payments based on a pro forma invoice, meaning that the pro forma invoice was paid in full no later than three (3) business days before the service was provided.

In the event that the service is ordered with a purchase order form or voucher, the LC will issue an invoice after the service has been provided. The TA must settle the invoice within eight (8) days of the invoice being issued, unless otherwise agreed.

Article 9 (Prices)

The prices of transport tickets, admission tickets and other tourist services are determined according to the currently valid price list, complying with the prices valid on the day of confirmation of the reservation or the prices stated in the sent offer in the case of renting premises. The price lists are published on the LC website.

In the event that the LC and the TA have concluded a Cooperation Agreement, the specific provisions of the Agreement are taken into account in full when determining prices.

Article 10 (Implementation of Reduced Ticket Prices)

For tickets obtained through TAs, the following visitors are entitled to reduced ticket prices:

- groups of 15 persons or more, if all of the tickets are paid for at the same time;
- students and pensioners with valid proof of status;
- persons with disabilities or special needs;
- children up to 7 years of age who are part of an organised group.

The LC has the right to verify the eligibility for a reduced price at any time and to request that the TA submit appropriate proof of eligibility (e.g., student ID or pensioner card).

TAs are not entitled to purchase family transportation or admission tickets.

Persons with reduced mobility or special needs and their companion are entitled to a 50% discount on regular prices within organised groups.

When entering each reservation, the TA is obliged to ensure the accuracy and authenticity of all of the data. In the event of violations, the LC may use this as a legal basis for terminating the agreement.

Article 11 (Gratis Tickets)

For tickets obtained through TAs, the following visitors are entitled to gratis tickets:

- journalists, promoters and umbrella organisations in the field of tourism, provided they have notified the Head of the Public Relations Department prior to their visit;
- tourist guides who are members of the Association of Slovenian Tourist Guides and have passed the relevant exam at the Chamber of Commerce and Industry of Slovenia, Ljubljana Tourism (Turizem Ljubljana) or the LC, providing they accompany a group of visitors through the LC.

For tickets obtained through TAs, the following visitors are not entitled to gratis tickets:

- children up to 7 years of age who are part of an organised group.

The TA may request to view the content and premises of the LC, but must provide a detailed justification for doing so when making the request (so-called inspection tour, FAM trip).

Gratis tickets can be approved by:

- the Director of the LC,
- the Assistant 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.

Article 12 (Conducting Guided Tours in the Area of the LC)

Only a tourist guide who is a member of the Association of Slovenian Tourist Guides and has passed the relevant exam at the Chamber of Commerce and Industry of Slovenia, Ljubljana Tourism (Turizem Ljubljana) or the LC may conduct guided tours in the area of the LC.

The TA or its guides may not conduct guided tours in any form in the area of the LC.

Article 13 (Notification of Cancellation)

In the event that the TA cancels a reservation no later than three (3) business days before the service is performed, the TA will not be charged for the reservation, nor will any cancellation costs be charged.

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In the event that the TA has already made a payment based on a pro forma invoice prior to the cancellation, the TA will either receive a credit note that can be redeemed when making the next reservation (by prior agreement) or the payment will be refunded, with the transfer costs being borne by the TA.

In the event that the TA cancels the reservation later than three (3) business days before the service is performed, the LC will not refund the payment, but will retain it as a cancellation cost.

For transport and admission tickets that have been paid in advance with payment cards or based on a pro forma invoice and have already been issued by the LC reservation system (Print@home), it is not possible to refund the payment or change the number of persons or the services ordered. In this case, the TA can use the purchased transport and admission tickets on the next visit. Information on used transport and admission tickets is available in the LC reservation system.

II. TAS WHO HAVE CONCLUDED A COOPERATION AGREEMENT WITH THE LC

Article 14 (Concluding a Cooperation Agreement)

The TA and the LC may conclude a Cooperation Agreement, in which they define the terms and methods of mutual cooperation and any additional benefits that the LC grants to the TA.

The LC and the TA may conclude a Cooperation Agreement providing the following conditions are met:

- the TA must have a registered activity as a tourist agency, a tour operator or a tourist service provider in Slovenia or abroad;
- the TA must demonstrate an interest in cooperating with the LC in selling the programmes and content that are under the jurisdiction of the LC;
- the TA must demonstrate payment discipline with at least three (3) on-time payments based on a pro forma invoice.

If the TA has already had a Cooperation Agreement with the LC that was terminated due to violations on the part of the TA, the decision to conclude a new the Cooperation Agreement remains within the exclusive jurisdiction of the LC.

Article 15 (Cooperation Agreement)

The TA and the LC sign a Cooperation Agreement that enters into force on the date of signature by both parties and is valid for an individual calendar year.

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The Cooperation Agreement defines the following terms and conditions:

- the method of making reservations for groups and individuals;
- the percentage of the commission, calculated as a discount;
- the invoicing method and payment deadlines;
- the method of conducting guided tours through the LC;
- other LC requirements related to TAs that are also event organisers;
- the exact date of validity of the agreement.

Article 16 (Prices and Discounts for TAs Who Have Concluded a Cooperation Agreement with the LC)

A TA that has concluded a Cooperation Agreement with the LC is entitled to the following contractual benefits or discounts:

- 10% discount on ticket sales with a total price between €5.01 and €18.00 (inclusive) per person;
- 12% discount on ticket sales with a total price between €18.01 and €60.00 (inclusive) per person;
- 14% discount on ticket sales with a total price of more than €60.01 per person.

A TA that has concluded a Cooperation Agreement with the LC is entitled to contractual benefits or discounts only in the case that it uses the LC reservation system.

The listed discounts do not apply to waiting time and additional charges for the Castle Ticket.

For TAs that have concluded a Cooperation Agreement with the LC, group prices also apply for groups with fewer than 15 persons.

Article 17 (Gratis Transport/Admission Tickets for TAs That Have Concluded a Cooperation Agreement with the LC)

An agreement on gratis transport/admission tickets forms an integral part of the Cooperation Agreement.

A TA that has concluded a Cooperation Agreement with the LC is entitled to at least one (1) gratis ticket per group. The number of gratis tickets per group is determined based on the total number of paid transport or admission tickets purchased for the individual group, as follows:

- for 1 to 29 paid transport or admission tickets, the group receives 1 gratis ticket;
- for 30 to 44 paid transport or admission tickets, the group receives 2 gratis tickets;
- for 45 to 59 paid transport or admission tickets, the group receives 3 gratis tickets;
- for 60 or more paid transport or admission tickets, the group receives 4 gratis tickets.



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The gratis tickets can only be used for the group guide(s) or the accompanying teacher(s), in the case of school groups.

In addition to the group guide, a gratis ticket can also be used for a tourist guide, providing the tourist guide is a member of the Association of Slovenian Tourist Guides and has passed the relevant exam administered by the Chamber of Commerce and Industry of Slovenia, Ljubljana Tourism (Turizem Ljubljana) or the LC, and providing the tourist guide accompanies a group of visitors through the LC.

The TA is not eligible for gratis tickets for tourist services for which the ticket price exceeds €60.01 per person.

The TA undertakes to notify the LC of the expected number of gratis tickets required upon making the reservation, whereby the reservation system will take into account the number of gratis tickets defined in the above scale.

Article 18 (Discounts on the Rental of LC Premises for TAs/Event Organisers That Have Concluded a Cooperation Agreement with the LC)

A TA that has concluded a Cooperation Agreement with the LC and is also an event organiser that rents a space at the LC in a given calendar year is entitled to the following discounts:

- 8% discount for 3 to 5 rentals per year;
- 15% discount for 6 to 8 rentals per year;
- 25% discount for 9 rentals or more per year.

One rental is defined as a single rental of one space within the LC.

The discount is calculated once per year in January, taking into account all of the rentals in the previous calendar year. The corresponding discount is recognised as a credit note in the year in which the calculation is made. The discount is calculated from the total net value of the rental of premises in the previous year.

Article 19 (Viewing Premises)

Notwithstanding the provisions of the GTC and/or the Cooperation Agreement, the TA may request a reduced ticket price or free access to the LC and viewing of the content and rental premises of the LC. Any such request must be justified by the TA.

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Reduced ticket prices or free access to the LC and viewing of content and spaces may be granted at the discretion of:

- the Director of the LC,
- the Assistant 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.

Article 20 (Violation of the GTC)

In the event of violations of the GTC, the TA forfeits the benefits arising from the GTC or otherwise agreed upon between the parties.

The following specific cases of inappropriate TA operations are among the violations of the GTC that may result in the termination of the agreee:

- sending a reservation to the LC email address, but failing to enter the reservation in the LC reservation system;
- using a tourist guide without the required license or violating the General Conditions of Carriage;
- entering incorrect, incomplete or inaccurate data into the reservation system;
- incorrect use of a pro forma invoice or voucher (e.g., for other groups or dates) or failure to respect the payment deadline;
- attempting to obtain a discount for people or groups who are not eligible for a discount;
- failure to comply with the house rules and regulations of the LC;
- providing false information in order to obtain gratis or discounted transport or admission tickets;
- failure to settle an invoice within 8 days of the service provided or delayed payment;
- violating other provisions of the GTC or agreements.

III. FINAL PROVISIONS

Article 21 (Additional Provisions)

With regard to anything not specified in these GTC, the General Terms and Conditions for the Purchase of Tickets and Goods at the Ljubljana Castle Public Institute, and the Extract from the House Rules of the Ljubljana Castle Public Institute will apply.

When purchasing tickets for tourist services that have their own GTC, the latter will apply.

All of the aforementioned documents are available on the LC website.



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The relevant court in Ljubljana has jurisdiction to resolve any disputes arising from the operations of the LC and the TA.

Article 22 (Validity of the Terms and Conditions)

These GTC are valid from 1 July 2026.

Document No: 01-13/2026
Ljubljana, 1.6.2026

Mateja Avbelj Valentan,
Director of the Ljubljana Castle Public Institution

