

GENERAL CONDITIONS OF THE GAME

1.

The general conditions of the game of the Ljubljana Castle Public Institution (hereinafter: General Conditions) govern the way in which the game ESCAPE CASTLE Ljubljana Castle (hereinafter: the Game) is executed. The general conditions refer to the games titled “Free the Dragon” and “Redeem the Witch”. The Player is bound by the General Conditions that are valid at the time of purchasing the ticket.

2.

Terminology used:

Ljubljana Castle Public Institution (hereinafter: Ljubljana Castle): the ticket seller at Ljubljana Castle sales points.

Buyer/Player: the person who buys a ticket for the Game at Ljubljana Castle sales points.

Purchase: exchange of goods/services for payment.

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

3.

The General Conditions refer to the use of the Game, which takes place at various gaming stations, both in the open air and in enclosed spaces of the Ljubljana Castle.

4.

The Game represents intellectual property and is protected as such. Any copying or use without express permission is therefore strictly forbidden.

It is strictly forbidden to summarise, copy or modify texts, parts of text, photographs, logos, or any elements of the content of the Game. Copying of elements of the Game, the Game script or the Game names is also strictly prohibited. The scenarios, the course of the Game and the names of the Game, as well as all of the technical elements, represent the integral copyright work of Enigmarius d.o.o. in accordance with the Copyright Act, and at the same time represent a business secret in accordance with the Companies Act.

5.

The Ljubljana Castle offers the Game to users on a rental basis (a game plan, a medallion and necessary game accessories), and Players undertake to purchase a ticket for the Game and pay a deposit for gaming accessories prior to the commencement of the Game.

6.

Upon payment of the ticket price and the deposit, the Player shall receive the necessary gaming accessories and a game plan. The Player is obliged to carefully protect this equipment, as well

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as the equipment at the individual gaming station. After finishing the Game, the Player must return the undamaged game accessories and game plan to the Info Centre. In the event that the gaming equipment (the game plan, medallion or any other game accessory) is damaged, the Seller shall retain the deposit. In the event of damage to other equipment at the individual gaming station, the Player shall reimburse the Seller for the actual damage caused.

7.

The Player can terminate or leave the Game early at any time. The Seller shall not refund money for already purchased tickets for the Game, except in the case of a technical defect that prevents further undisturbed playing of the Game. The Player must retain the original receipt at all time while playing the Game.

8.

The Player can play the Game within the opening hours of the Ljubljana Castle. The last time for starting to play the Game is 2 hours prior to closing. The time for playing Free the Dragon is limited to 60 minutes, the time for playing Redeem the Witch is limited to 90 minutes. A single Game can be played at the same time by several groups, with two to four people for Free the Dragon and two to five people in each group for Redeem the Witch.

9.

Personal information about the Player acquired prior to and during the course of the Game shall not be transmitted to unauthorised persons and shall be treated in accordance with the provisions of the Personal Data Protection Act (ZVOP-1/2). The Seller shall use the data obtained exclusively for the purposes stated in the Declaration.

10.

On the basis of the Player's Declaration, and for the purposes of executing the Game, informing and communicating with the Players or the owners of personal data, the Ljubljana Castle shall collect and process the personal data of the Player, specifically: first name, surname, email address, photographs, video recordings.

A valid Declaration for the Player under the age of 15 years may be given or approved by one of the Player's parents, foster parents or legal guardians.

The Ljubljana Castle shall forward the aforementioned Player's personal data to the contracted processor Enigmarium d.o.o., who will perform the following tasks for the Ljubljana Castle: collecting person data, processing personal data, informing and communicating with users or owners of the personal data, sending notifications, promotions, etc.

The processor and administrator of personal data shall act in accordance with the provisions of the Personal Data Protection Act (ZVOP-1/2) with regard to the personal data of the Players, in particular:

- they shall not use personal data for any purposes other than those defined above;
- they shall ensure that persons authorised to process personal data are bound by confidentiality;

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- they shall take all measures necessary to ensure the security of the processing of personal data;
- they shall, through appropriate technical and organisational measures, ensure the security of personal data and the ability of the person who is the subject of the personal data to exercise his/her rights.

The Ljubljana Castle shall enable the Player to protect and exercise his/her rights, specifically: the right to access to personal data, the right to correction or deletion of personal data, the right to restrict the processing of personal data, the right to object to the processing of personal data, and the right to transfer personal data. Pursuant to Article 73 of the Personal Data Protection Act, the Player may at any time request in writing that the Ljubljana Castle permanently or temporarily cease to collect and process his/her personal data for the purposes specified above. The Player can forward the request for the termination of the collection and processing of data by post to the following address: Javni zavod Ljubljanski grad, Grajska planota 1, 1000 Ljubljana, or to the following email address: osebnipodatki@ljublanskigrad.si

11.

Personal data retention:

- Video recordings will be destroyed within 30 days of creation;
- Name, surname and email addresses will be destroyed within 1 year of creation.

12.

ESCAPE CASTLE Ljubljana Castle is a special, uniquely designed game, supported by computer, audio/video or other technology. Prior to commencing the Game, Players are obliged to sign a Declaration in which they agree with the General Conditions of the Game and with the execution of audio and video surveillance. The recording of the team is intended exclusively for the Players in the team. The information is stored in accordance with the applicable legislation.

13.

Players under the age of 15 years must be accompanied by an adult.

14.

Prior to commencing the Game, the Player is obliged, by signing the Declaration, to confirm that he/she will not violate the prohibition on disclosing the secrets of the game (riddles and codes), will not record or take photographs during the course of the Game, and will return the gaming accessories. After returning the gaming accessories to the Info Centre, the Seller shall refund the deposit to the Player.

15.

The specially marked places and gaming elements at the gaming stations are not part of the Game. The Player is liable for any damage to specially marked equipment or parts of the building.

16.

The player is obliged to comply with these General Conditions before, during and after the Game. The Player plays the Game at his/her own risk. The Player is obliged to strictly protect his/her own property and health, and to avoid sources of threat. The Player is obliged to abstain from any actions that may jeopardise the safety, health or property of the Ljubljana Castle or other persons involved, and to respect the applicable legislation and regulations.

17.

The General Conditions are publicly available on the website <https://www.ljubljanskigrad.si/> and are available for viewing in printed form at the address of the Seller, at the Ljubljana Castle Info Centre.

18.

The General Conditions apply until such time as they are withdrawn. The Seller reserves the right to change the General Conditions at any time.

19.

Any disputes arising between the Seller and the Buyer are subject to the jurisdiction of the competent court in Ljubljana.

Ljubljana, 02.06.2025