
GENERAL TERMS AND CONDITIONS FOR THE PURCHASE OF TICKETS AND GOODS AT THE PUBLIC INSTITUTE LJUBLJANA CASTLE

I. GENERAL

Article 1 (Introductory Provision)

The General Terms and Conditions of the Ljubljana Castle (hereinafter: 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 competent court having jurisdiction in Ljubljana.

Article 2 (Terminology Used)

Ljubljana Castle may be represented in these General Conditions as:

- a seller of tickets or goods at points of sale;
- an organiser of an event/performance;
- a co-organiser of an event/performance;
- a personal data controller;
- an intermediary in the case that it sells tickets for an event/performance for which the organiser is a third party.

Organiser: the event organiser may also be a third person, in the case that the event/performance takes place on the premises of the Ljubljana Castle.

Buyer: a person who purchases a ticket or goods at Ljubljana Castle sales points.

Purchase: an 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.

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;
- a personal data processor.

Written Order: the ordering of tickets via email for legal entities (tourist agencies);

Cookies: text files with small pieces of data (like a username and password) that are used to identify your computer as you use a computer network.

Article 3

(Public Institute Ljubljana Castle Data)

Javni zavod Ljubljanski grad (Public Institute Ljubljana Castle)

Seat: Grajska planota 1,

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

Tax No.: SI82858632

Registration No.: 3887359

Javni zavod Ljubljanski grad is entered in the court register at the District Court in Ljubljana:
registration number SRG 2011/1361.

II. SALES POINTS FOR TICKETS AND FUNICULAR TICKETS AT THE LJUBLJANA
CASTLE

Article 4

(Sales Points)

- Entrance Pavilion
- Lower funicular station
- Hostel Celica (Metelkova 8)
- Payment machine
- Internet sales (<https://www.ljubljanskigrad.si/en/tickets/>)

Article 5

(Means of Payment)

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

- in cash (EUR);
- with payment and credit cards (MasterCard, Visa, Visa-Electron, BA, Karanta, Maestro and Diners);
- with the single city card Urbana;
- with the Ljubljana tourist card Urbana;
- with a purchase order/voucher;
- the exception is the payment machine at the upper funicular station, where it is only possible to pay with cash or with debit and credit cards (with the exception of the credit card Karanta) and the payment machine in front of the Entrance Pavillion, where it is only possible to pay with cash or with debit and credit cards (with the exception of the credit card Karanta).

Article 6

(Authorised Sales Points)

For the sale of tickets for some events, sales outlets of the sales network mojekarte.si serve as an intermediary: Alpetour, Big Bang, Petrol service stations, Kiosk Delo Prodaja, Kompas, Last minute center, Logo service stations, M holidays branches, OMV service stations with Multi točka, TIC, Trafike 3DVA and individual sales points listed on:

<https://www.mojekarte.si/en/points-of-sale.html>).

Article 7 (Purchase of Tickets)

Purchase of tickets to view castle content is only possible until 60 minutes before the Ljubljana Castle closes, as subsequent purchase does not ensure the buyer adequate time for a complete viewing. In cases of incomplete viewing, Ljubljana Castle shall not refund the purchase price of tickets purchased after the recommended time. Tickets for the funicular railway can be purchased until the end of operation of the funicular railway. Ljubljana Castle reserves the right to shorten the time for purchasing tickets in the event of early closure of the Ljubljana Castle. Information on opening times as well as any changes are published on the Ljubljana Castle website.

Legal entities must submit a request for an original invoice before the purchase. Once the invoice has been issued, subsequent changes are no longer possible.

Article 8 (Claiming a Discount)

In order to claim a student or senior citizen discount, the Buyer must present a valid proof of status (student ID or retirement card) at the point of sale.

Groups of 15 persons or more are eligible for a group discount providing all of the tickets are purchased at one time.

Children under 7 years of age are permitted to visit the Ljubljana Castle free of charge providing they are accompanied by a parent or guardian (not applicable for organised groups or kindergartens).

Persons with mobility impairments accompanied by an attendant and persons with special needs are eligible for tickets with a 50% discount. The discount only applies to regular prices upon presentation of appropriate proof of status at sales points at the Ljubljana Castle.

Journalists are entitled to visit the Ljubljana Castle free of charge providing they notify the Head of the Public Relations Department prior to their visit.

Ljubljana Castle reserves the right to verify the eligibility for a discount at any time and request the Buyer to provide the relevant proof of eligibility (e.g., student ID or retirement card).

Article 9 (Entry of Animals)

Dogs on a leash are permitted to enter the courtyard of the Ljubljana Castle. Dogs and other animals are not permitted to enter interior spaces or to access castle content.

Information concerning the carriage of animals with the funicular railway is published in the

General Conditions for the Carriage of Passengers with the Funicular Railway.

Article 10
(Reservation of Tickets)

It is not possible to reserve tickets.

Article 11
(Validity of Tickets)

Tickets for visiting the Ljubljana Castle and the funicular railway tickets are valid for 6 months from the date of purchase. Tickets for events are valid for the exact date specified on the ticket (the exception is replacement dates for rescheduled events).

A single ticket is valid only for one-time entry or a single journey on the funicular.
on the funicular.

Article 12
(SMS notifications)

During the purchase process (at sales points or online), the buyer is asked to provide their phone number in case of notification.

The given phone number is used to inform buyers via SMS in case of changes in the program, event cancellations and other important information.

Article 13
(Complaint Procedure)

The Buyer shall submit a complaint in writing to the email address trzenje@ljubljanaskigrad.si or by registered letter to the following address: Javni zavod Ljubljanski grad, Grajska planota 1, p. p. 72, 1001 Ljubljana, for Marketing. In the complaint, the Buyer must provide his/her contact details (name and surname, address, phone number or email address) and an exact description of the event/complaint.

The Seller undertakes to treat all complaints seriously and to make every effort to find a satisfactory solution for all parties involved. Complaints shall be dealt with by the Seller within eight (8) days of the receipt of the written complaint from the Buyer. Within this period, the Seller is obliged to provide the Buyer with a written or verbal response to the submitted complaint.

Article 14
(Claims Regarding Tickets)

Pursuant to paragraph 12 of Article 135 of the Consumer Protection Act (ZVPot-1), the consumer does not have the right to withdraw from a contract for leisure services in which the company undertakes to fulfil its obligation on a specific date or within a specified period.

Written ticket orders are possible for legal entities (tourist agencies) and are binding.

Tickets purchased via the Internet portal of the Seller or its authorised sales points cannot be returned with a demand for a refund of the purchase price.

In the event of unforeseen circumstances, the Seller shall notify the Buyer within eight (8) days regarding the possibilities for refunding the purchase price, or the refund of the purchase price shall be undertaken by the Seller on behalf of the Organiser.

In some cases, the Seller is only an intermediary in the sale of tickets and is not responsible for refunding the purchase price of tickets. The Seller shall nonetheless make every effort to ensure that the Organiser provides a refund.

In the case of cancellation of an event by the Seller or Organiser, Buyers can return purchased undamaged tickets in person within thirty (30) days to:

- A: Ljubljana Castle sales points, in the case that the Ljubljana Castle is the organiser (dances, concerts, exhibitions);
- B: Ljubljana Castle sales points, in the case that the Ljubljana Castle is a co-organiser (e.g., Film under the Stars);
- C: sales points of the Organiser, in the case that the Ljubljana Castle is an intermediary in sales (third party; e.g., Comedy under the Stars).

On payment of a refund, the tickets become invalid.

When the Ljubljana Castle acts as the organiser or co-organiser of an event/performance, it is not obliged to inform the Buyer of any legitimate changes in the ensemble or performance. The right to make such changes is reserved by the organiser.

In the case that the Ljubljana Castle is an intermediary and the organiser is a third party, the Buyer is obliged to monitor changes published on the website of the event/performance organiser and in other public media. In the case of cancellation of the event, a change in the date of the event, or changes in the programme, any additional costs that may be incurred by the Buyer (e.g., travel expenses, hotels, sales point costs) shall not be reimbursed.

In the event of lost or stolen tickets, the Buyer shall not be entitled to reimbursement of costs, exchange or replacement tickets.

It is the obligation of the Buyer to verify the validity of the date, time and location of the event for which the ticket has been purchased. Upon receipt of the ticket, the Buyer is obliged to immediately check the ticket and to report any errors in the ticket printout (such as incorrect statement of the event, the date, time and location of the event, or incorrect statement of the selected seat) to the Seller as soon as the error is detected.

The Seller shall not refund the purchase price of purchased tickets for the funicular railway,

except in the event of a malfunction of the funicular railway, in which case the purchase price for the ticket for the funicular railway shall be returned until such time as a replacement service has been established.

III. ONLINE SALES

Article 15

(General Terms Regarding Online Sales)

The Buyer is bound by the General Conditions that are valid at the time of the purchase (submission of the online order). The Buyer is notified of the General Conditions on the submission of each order, and by submitting the order confirms his/her acquaintance with the these conditions. The General Conditions are also available at the address of the Seller in printed form and with a marked date of change. The Seller reserves the right to change the General Conditions. However, in the mutual relationship between the Seller and the Buyer, the General Conditions valid at the time of purchase shall be regarded as the applicable conditions.

The Seller shall use the data obtained exclusively for the purposes specified in Article 28 of the General Conditions.

Instructions for registration: For online purchases, the Buyer needs a username and password. The username is the email address at which the Buyer also receives confirmation of registration and notification of all successfully completed purchases. The Buyer must register prior to the first online purchase. If during registration the Buyer opts to receive electronic notifications, his/her email address shall also be used to send messages about new products and sales promotions. When registering a new username for the first time, the Buyer creates a password him/herself and completes the required information in the user profile.

Server support for the uninterrupted operation of the online store and sales points of the Seller is provided by A & Z Software Studio d.o.o. (<https://mojekarte.com>).

Sensitive data is transmitted on a secure SSL connection, which ensures secure and carefree online shopping.

Payments with payment and credit cards are carried out through the Banka Koper system (Intesa Sanpaolo Bank). The processing of online payments are carried out by UJP – Public Payments Administration and A & Z d.o.o. – mojekarte.si. In the bank statement of the Buyer, the transaction will be registered with the name mojekarte.

Purchase certificates/vouchers are stored in a PDF file. In order to access this file, Adobe Reader 7.0 or later should be installed on the computer.

Article 16

(Access to Information Prior to Concluding the Contract)

The Seller undertakes to provide the Buyer with the following information prior to being bound by the contract or offer:

- the main characteristics of the service;

- the name of the company, the address of the company's head office, and the company's telephone number;
- the final price of the service, including taxes;
- the payment terms;
- the General Conditions, which are published on the Seller's website (the Seller shall not enable the purchase until the Buyer has confirmed his/her acquaintance with the General Conditions).

Article 17 (Means of Payment)

The complete list of payment methods available through the Seller's online purchase facility includes:

- Payment and credit cards (MasterCard, Visa, Visa-Electron, Aactiva (smart card), Aactiva MasterCard (smart card)). For payment using smart cards, the Buyer requires a reader for online purchases, which is issued by the bank;
- mBills;
- Aircash.

When paying with payment and credit cards, in addition to the basic information on the card (card number, validity and CVC code), the customer must also enter the cardholder's date of birth and tax number during the payment process. The CVC code is the last 3- or 4-digit number on the back of the bank card on the panel used for the cardholder's signature.

WARNING: When paying with payment and credit cards, payment is executed on the bank website. All payment terms and security protocols are determined and performed by the individual bank. The means of payment are determined and indicated during the purchasing process.

Article 18 (Status of Purchases)

In the "My Purchases" section, the Buyer (upon prior registration) can verify the state of his/her purchases. The review contains all successfully completed transactions and includes the names of events, the dates of purchases, and other purchase information.

In the case that the Buyer has multiple usernames (registered under different email addresses), s/he should, when verifying the purchases, pay attention to which username is in use and which online store s/he is logged on to, as the transactions are linked to the username.

Article 19 (Exchange of Certificates (Vouchers) for Tickets)

On purchasing tickets through the online store, the Buyer receives a print@home ticket or certificate of purchase (voucher).

A print@home ticket is a ticket that the Buyer has either on a smartphone or printed on paper. If the Buyer receives a certificate of purchase (voucher), it must be exchanged for tickets. The Buyer can only exchange the certificate of purchase (voucher) at the sales point cash desks of the Seller, which are listed in Article 4 of these General Conditions.

Article 20 (Ticket Security)

Tickets must not be misused, copied or altered. Vouchers/certificates of purchase must not be copied or forwarded. A single ticket is valid only for the first entry to the event/performance, which means that only the first ticket accepted with its identification is valid. Any subsequent tickets with the same identification are automatically invalid. By using an authorised ticket, the Buyer accepts the General Conditions of the Organiser of the event and the rules of the institution at which the event is taking place.

Article 21 (Errors During Purchase)

In the event that the browser issues an error message during the purchase, or if other obvious problems arise during the purchase, the Buyer must first check the purchase status in the “My Purchases” section before attempting to resubmit the order. If a confirmation is not recorded for the desired event, the transaction has not been executed. In the case that the purchase is recorded in the “My Purchases” section, the purchase has been successful. The Seller is not responsible for consequences arising from failure to comply with the clause regarding purchase verification in the “My Purchases” section.

Article 22 (Complaint Procedure)

The complaint procedure is defined in Article 13 of the General Terms and Conditions for the Purchase of Tickets and Goods and shall apply mutatis mutandis to online sales.

Article 23 (Online Ticket Purchase is Irrevocable)

Prior to clicking “Payment”, the Buyer is obliged to carefully check all of the purchase information (date and amount of purchase, event, title of the performance, number of seats, etc.). In the last window prior to payment, it is still possible to change any of the details of the purchase: event, date, time, seat, number of seats, etc. After purchasing the tickets, which on the online store is executed immediately after clicking on “Payment”, changes to the purchase or withdrawals from the purchase are no longer possible.

Article 24 (Other)

The period of validity of the offer is determined by the Seller, as are the prices, which are valid until revocation. The party registered for VAT with regard to the organisation of the event is the Seller. The party registered for VAT with regard to the ticketing service is the Seller. A list of transactions is stored electronically at the Seller.

Article 25 (Statement on the Protection of Personal Data)

The Seller undertakes sales on its own behalf and for its own account.

The Seller guarantees privacy. The Privacy Statement specifies how personal information is used on the Seller’s website.

The policy of the online store is in compliance with the Personal Data Protection Act (ZVOP-2, Official Gazette of the Republic of Slovenia No. 130/2022) and General Data Protection Regulation (EU 2016/679).

Article 26 (Rights of the Buyer)

The Buyer whose personal data are collected has the right to correct inaccurate personal data, the right to supplement incomplete personal data, the right to access personal data relating to him/her, and the right to restrict processing in accordance with the General Data Protection Regulation (EU Regulation 2016/679).

The Buyer has the right to deletion (i.e., the right to forget), which means that s/he has the right to ensure that the Seller erases personal data relating to him/her without undue delay when one of the following reasons applies:

- the personal data are no longer necessary for the purpose defined in Article 28 of the General Conditions;
- the Buyer withdraws the declaration from Article 25 of the General Conditions;

- the Buyer objects to the processing of personal data;
- the personal data have been processed unlawfully;
- the personal data must be deleted in order to fulfil a legal obligation in accordance with EU law or ZVOP-2.

The Buyer has the right to receive personal the data relating to him/her that s/he has forwarded to the Seller in a structured, generally usable and machine-readable form, and the right to forward such data to another administrator (i.e., the right to data transferability).

In the event of a violation of the protection of personal data, the Seller shall, in cases where it is likely that the infringement represents a significant risk to the rights and freedoms of the Buyer, inform the Buyer without undue delay that there has been a violation of the protection of his/her personal data.

The procedure for exercising the rights of the Buyer pursuant to this Article is governed by the information on the website <https://shop.ljubljanskigrad.si/en/login.html> .

The procedure is as follows:

- sign in to the online shop;
- to access the history of changes, transfer your information or close the account, select “General Data Protection Regulation” on the right-hand side below My Account;
- to correct inaccurate personal data, or to update and access these data, select “Edit Personal Data” on the right-hand side below My Account.

Public Institute Ljubljana Castle undertakes to take your request into consideration within 15 days of receipt of the request, and to take all necessary measures. Public Institute Ljubljana Castle will notify you in writing about the measures taken within the following 5 days. In the event that as your request is rejected, you will be notified of the reasons for the rejection.

Article 27 (Collection of Personal Data)

Personal data is collected with the consent of the Buyer during the registration on the online store of the Seller. In the event that the Buyer wants to purchase tickets through the Seller’s website, s/he must become a registered user with a username (email address) and password (created by the user at his/her discretion). Providing personal data is voluntary, the Buyer is not obliged to provide personal data, but without thereof the purchase cannot be completed.

The personal data collected by the Seller may include the name and surname of the Buyer, as well as his/her address, contact information, date of birth and gender. In the case of legal entities, the personal data collected may also include the name of the company or organisation and the relevant data (address, tax number, responsible person), email address and telephone number.

The seller shall retain the basic personal data (name, surname, email, language, date of account creation, last visit, company, address, telephone, country) as long as the customer has the status of a registered customer on the Ljubljana Castle online store.

Personal data processed on the basis of the customer's consent are stored permanently or until the revocation of this consent by the customer.

Information about the Buyer's visit may also be collected on this website, such as: the name of the internet service provider and the IP address through which the Buyer accesses the Internet; the date and time of access to the website; other websites accessed by the Buyer while on this website; and the internet address of the website from which the buyer came directly to the Seller's site. This data is collected in order to improve the website, to analyse trends and to undertake administration.

Article 28 (Use of Personal Data)

Personal data collected through the Seller's online store is used for the operation of the website and for the provision of the services, i.e., the execution of the transactions that the Buyer has requested or agreed to.

The Seller uses the Buyer's personal information:

- to provide better and more efficient customer service;
- to improve the functioning of the online store and the offer of services, and to follow trends in the development of information technology;
- to make the website more user-friendly for the Buyer with the implementation of the latest tools for online trading;
- to inform the buyer of important information about new products and sales promotions and notifications from organisers;
- to undertake research (the Seller uses website visit information to calculate statistics using the Google Analytics web tool).

If the Buyer registers for news when registering on the Seller's online store, the Seller uses technology that indicates that s/he has clicked on a link that was listed in an email. This information can be combined with the personal data of the Buyer with the intention of providing him/her with more specialised emails or information. Each email contains a link that allows the Buyer to stop receiving such emails.

Article 29 (Protection of Personal Data)

The Seller shall not provide personal data to third parties without the consent of the Buyer. The Seller ensures the protection of personal data. The Seller uses a variety of technologies and procedures that help protect the Buyer's personal data from unauthorised access, use or disclosure. Personal data provided by the customer is stored on servers to which only authorised persons have access and which are located in secure premises. When a customer provides sensitive data or information (such as a credit card number) over the Internet, it is located on

the bank's website or on a processor for executing payment on which encryption is used, the SSL (Security Socket Layer) protocol.

Article 30 (Use of Cookies)

When the Buyer visits the website for the first time, a cookie is stored on his/her computer (if the browser is configured to receive cookies). If the Buyer has already visited the website, the web server reads the cookie stored on his/her computer. One of the purposes of using cookies is to collect statistics about the website's traffic, as described above. Cookies cannot be used to run programs or to transfer viruses to the Buyer's computer.

The Seller also uses cookies to collect information about which links the Buyer clicks. This information is used by the Seller to determine whether it is really sending information to the Buyer that s/he wants to read. Such information is collected in an aggregate form and is not associated with the personal data of the Buyer.

The Seller collects the following information about the Buyer:

- IP address, browser version (user agent), time, address of the visited page (URL), the page from which the Buyer came to the visited page (referrer) – if this information is transmitted (data on the Buyer's action is recorded in the journal for that day);
- the email address required for registration (The data is stored permanently. The Buyer can delete the aforementioned data, in which case the Buyer's account is permanently and irretrievably deactivated. Deactivation of the Buyer's account means that the Buyer can no longer participate on the Seller's portal);
- data provided by the Buyer to his/her profile;
- data about viewing events, in order to ensure the functionality of tagged content reading, topic marker, unique user tag, viewing time (The data is stored for up to a maximum of one year from the event. All data on viewing topics other than the last view is periodically deleted).

At the beginning of the session, the Seller assigns the Buyer a session cookie in order to customise the user experience (the data is stored until the Buyer closes the browser).

The Seller assigns the Buyer a persistent cookie for his/her unique identification (the data is stored permanently, or until the Buyer clears cookies from the browser or turns off the automatic login in his/her profile).

For Buyers who use a third-party login service in conjunction with the account, the Seller stores a unique identifier supplied by the service providers (the data is stored permanently or until the Buyer deletes the link in his/her profile or until the Buyer disables the link on the website of the third party).

The Seller uses Google Analytics to maintain website visit statistics (data is stored permanently).

The Seller shall take all reasonable steps to ensure that data not published by the Buyer shall not be accessible to third parties and the public.

The data referred to in the preceding paragraph shall be disclosed only in the event that an obligation to do so is specified by the law or if, in good faith, such disclosure is necessary:

- for proceedings before courts or other state organs;
- in order to protect and defend the Seller's rights or property.

IV. CASTLE SHOP

Article 31 (Sales Products)

Products can only be exchanged by submitting the original invoice to the Castle Shop. The product must be undamaged and in its original packaging. Cash refunds are not possible. The right to the refund of the purchase price in the case of claiming a warranty and material defects is precisely regulated by the provisions of the Consumer Protection Act (ZVPot-2).

V. FINAL PROVISIONS

Article 32 (Changes to the General Conditions)

The Seller reserves the right to change these General Conditions at any time. In so doing, the Seller will always inform the Buyer of a substantive change to the General Conditions by posting the change on the home page of its website.

Article 33 (Responsibility)

The information published on the Seller's website is of an exclusively informative nature. The Seller assumes no responsibility for the information to be complete, correct in terms of

content, or current. Photographs, multimedia content, documents and descriptions do not guarantee the actual characteristics of an event.

Document nr.: 01-05/2026

Ljubljana, March 31, 2026

Mateja Avbelj Valentan

Public Institute Ljubljana Castle Director

