

## **GENERAL TERMS AND CONDITIONS FOR THE SALE AND EXECUTION OF THE CITY BREAK AMONG CASTLE WALLS AND GRAPE VINES**

### **Article 1 (Introductory Provision)**

The General Terms and Conditions for the Sale and Execution of the City Break among Castle Walls and Grape Vines in the Ljubljana Castle Public Institution (hereinafter: the General Terms and Conditions) govern the rights and obligations between the buyer and the seller when concluding contracts governing sale and execution.

The buyer is bound by the General Terms and Conditions that are valid at the time of ordering and paying for the package named "City Break among Castle Walls and Grape Vines" (hereinafter: the Package).

### **Article 2 (Terminology)**

In these General Terms and Conditions, the Ljubljana Castle Public Institution acts as the seller of the Package, the accommodation provider and the organiser.

Buyer: the person who orders or buys the service/Package.

Purchase: the exchange of goods/services for payment.

Order: the expression of a desire for or request that someone supply particular goods, deliver particular goods or perform a particular service.

Contractual relationship: the purchase of tickets or goods represents the initiation of a contractual relationship between the buyer and the seller.

Written order: order of services/Package by email.

Pro forma invoice: an offer of the estimated value.

Guided tour by prior arrangement: a guided tour executed on a selected date and time.

### **Article 3 (Information about the Ljubljana Castle Public Institution)**

Ljubljana Castle Public Institution

Seat: Grajska planota 1

Postal address: p.p. 72, SI-1001 Ljubljana, Slovenia, EU.

Tax number: SI82858632

Registration number: 3887359

The Ljubljana Castle Public Institution is registered in the court register of the District Court in Ljubljana: registration number SRG 2011/1361.

### **Article 4 (Booking Process)**

The reservation of the Package can be made in person, by email at [trzenje@ljublanskigrad.si](mailto:trzenje@ljublanskigrad.si), by telephone, or on the official website of the Ljubljana Castle Public Institution.



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The Package includes: a guided tour in Slovenian or English, a picnic basket for two people, castle tickets with a return journey on the funicular railway, additional return tickets for the funicular railway, accommodation for two people in a selected studio apartment at Na Stolbi, morning coffee and croissant for two people in the Castle Café, a three-course lunch or dinner for two people at the restaurant Gostilna na Gradu (drinks are not included in the price).

The holder of the Package reservation undertakes to provide an active email address and telephone number for the purposes of notification and verification of the reservation when submitting the reservation. If the user cannot be reached by telephone or email, or if s/he has provided an incorrect email address or telephone number, the organiser reserves the right to cancel the reservation.

A valid personal document (passport or identity card) must be provided when booking.

### Article 5 (Confirmation of Reservation and Schedule)

The minimum number of persons for the execution of the Package is two persons. The date and time is confirmed after the organiser has verified the availability of all of the elements of the Package, but no later than 5 working days from the receipt of the enquiry from the buyer. Any changes to the schedule of the Package elements are coordinated with the buyer no later than 7 days before the execution of the Package and later changes are not possible.

### Article 6 (Registration and Payment)

Upon confirmation of the Package reservation, it is necessary to pay 30% of the total value of the package. The remaining amount of the package must be paid no later than 7 days before arrival. Upon departure, a receipt is sent to the email address provided by the buyer.

### Article 7 (Arrival and Departure)

The Friderik/Eleonora Studio Apartment is available on the day of arrival from 2.00 pm. The reserved apartment will be held until midnight. Later arrivals are only possible by prior arrangement. The apartment must be vacated by 11.00 am on the day of departure. Later departures are only possible by prior arrangement.

### Article 8 (Cancellation Policy)

#### a) Cancellation of the Package by the organiser

Refund in the case of cancellation of the Package:

- The organiser reserves the right to cancel the Package in the case of force majeure. In this case, the Ljubljana Castle undertakes to refund the buyer the entire purchase price of the Package.



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### b) Cancellation of the Package by the buyer

The buyer can cancel or change the reservation up to 7 days before the day of arrival. The buyer is obliged to notify the organiser of any changes in advance in writing by email. If the reservation is cancelled less than 7 days before the day of arrival, or if the customer fails to arrive on the day of arrival, the following cancellation conditions shall apply:

- up to 7 days before arrival ..... free cancellation
- 7 days or less before arrival or no show ..... 100% of the total price of the reservation.

### Article 9 (Damage Caused)

While staying in the studio apartment, the buyer is responsible for any injuries arising or damage caused. In the event that the damage is caused intentionally or through negligence due to non-observance of the house rules, the organiser reserves the right to charge compensation from the person causing the damage.

### Article 10 (Responsibility)

The provider of the accommodation (i.e., the organiser) assumes no responsibility for any damage, loss or injury incurred by any participant in the Package. Nor is the provider/organiser responsible for damage to vehicles or property, except in the case that it turns out that such damage was caused by negligence on the part of staff or contractors.

### Article 11 (Privacy Policy)

All of the data obtained during the reservation process will be stored exclusively in the organiser's system and will be used solely for the purposes of reservation and registration with the police (Ajpes), which is mandatory by law. The data will not be used for marketing, nor will it be passed on to any third party.

### Article 12 (Final Provisions)

For all other provisions that are not specified in these General Terms and Conditions, the currently valid General Terms and Conditions for the Purchase of Tickets and Goods at the Ljubljana Castle Public Institution, and the General Reservation and Cancellation Terms and Conditions of Studio na Stolbi shall apply.

These documents are available on [www.ljubljanskigrad.si](http://www.ljubljanskigrad.si).

The seller of the package (i.e., the organiser) reserves the right to change these General Terms and Conditions at any time. In this case, the seller of the Package will always notify the buyer of the change in the content of the General Terms and Conditions by publishing the change on its website.



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Date: 25 March 2024

Number: 01-08/2024