

GENERAL TERMS AND CONDITIONS FOR THE SALE AND EXECUTION OF THE PICNIC AMONG THE CASTLE GRAPEVINES

Article 1 (Introductory Provision)

The General Terms and Conditions for the Sale and Execution of the Guided Tour with a Special Experience “Picnic among the Castle Grapevines” 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 guided tour with a special experience (hereinafter: the Guided Tour).

Article 2 (Terminology)

In these General Terms and Conditions, the Ljubljana Castle Public Institution acts as the ticket seller and the experience organiser.

Buyer: the person who orders or buys the ticket.

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 tickets by email.

Pro forma invoice: an offer of the estimated value.

Regular guided tour: a guided tour that is at a specifically determined date and time.

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

In these General Terms and Conditions, the company Programski atelje A & Z d.o.o. appears as:

- the provider of technological support for issuing tickets,
- the provider with regard to sales via the mojekarte.si sales network.

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)

a) Regular dates and times (dates and times scheduled in advance)

Tickets for regular Guided Tours can be purchased online and at the physical salespoints of the Ljubljana Castle up to 48 hours before the scheduled date and time.

When buying tickets, the buyer is obliged to provide contact information for the purposes of notification, as defined in Article 6 of these General Terms and Conditions.

b) Dates and times by prior arrangement

In the case of Guided Tours ordered by prior arrangement, it is possible to pay on the basis of a pro forma invoice. Payment of the pro forma invoice must be made no later than three (3) working days before the agreed date.

Article 5 (Means of Payment)

Means of Payment:

- purchase order (budget users);
- online payment (valid when purchasing tickets online);
- cash and other means of payment available at physical salespoints.

Article 6 (Confirmation or Cancellation of Date and Time)

The Guided Tour includes a picnic basket for 2 people, which represents one sales unit (hereinafter: a Basket).

The minimum number of Baskets that must be sold for a Guided Tour is 4 Baskets, and the maximum number is 8 Baskets.

The date and time for a regular Guided Tour is confirmed when the minimum number of Baskets has been sold.

The Ljubljana Castle requires the buyer's telephone number when purchasing a Guided Tour for the purpose of informing the buyer about the execution of the Guided Tour. The buyer will be informed about the confirmation or cancellation of the date and time of the Guided Tour via SMS notification.

Article 7 (Cancellation and Refund)

The Guided Tour will take place on condition that at least 4 Baskets are sold. In the event that the number of Baskets sold is insufficient, the Ljubljana Castle reserves the right to cancel the Guided Tour.

The buyer will be informed about the cancellation of the date and time of the Guided Tour via SMS notification no later than one (1) day before the scheduled date and time.



General Terms and Conditions for Picnic among the Castle Grapevines

a) Cancellation of the Guided Tour by the organiser

Refund in the 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.). The Ljubljana Castle will send a request to the bank to execute a refund of the purchase price.
- For tickets purchased at physical salespoints, the buyer will be asked to provide information for refund of the purchase price (transaction account number, address and postal code). The Ljubljana Castle will transfer the refund of the purchase price directly to the buyer's transaction account.
- For tickets purchased at physical salespoints, it will also be possible to obtain a refund of the purchase price at physical salespoints up to thirty (30) days from the scheduled date of the guided tour. The Ljubljana Castle will refund the purchase price to the buyer at the salespoint.

b) Withdrawal from the purchase of the Guided Tour by the buyer

The buyer can withdraw from the purchase of the Guided Tour until three (3) days before the agreed date without stating a reason for the withdrawal. In this case, the Ljubljana Castle undertakes to refund the purchase price to the buyer as outlined under point a) of this Article.

In the event that the buyer withdraws from the purchase two (2) days or less before the agreed date of the Guided Tour, the buyer is not entitled to a refund of the purchase price.

Article 8 (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 shall apply. The latter Terms and Conditions are available at all salespoints at the Ljubljana Castle and at www.ljubljanskigrad.si.

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

Date: 25 March 2024

Number: 01-09/2024