

# **TERMS AND CONDITIONS FOR ONLINE SALES ON THE WEBSITE [blejski-grad.si](http://blejski-grad.si) (hereinafter: Terms and Conditions)**

## **GENERAL PROVISIONS**

The Terms and Conditions are drawn up in accordance with the Consumer Protection Act (ZVPot), Personal Data Protection Act (ZVOP-1) and the Electronic Commerce Market Act (ZEPT) of the Republic of Slovenia.

The website and domain are operated by BLED CULTURE INSTITUTE (ZAVOD ZA KULTURO BLED), Cesta svobode 11, 4260 BLED, registration number 2062348000, tax number SI41694473, which also acts in the capacity of the seller (hereinafter: BLED CI or the seller), except where explicitly stated otherwise. The processing of online payments is carried out on behalf of the Seller by the company Programski atelje A&Z d.o.o - mojekarte.si.

These General Terms and Conditions define the operation of the online store [blejski-grad.si](http://blejski-grad.si), the rights and duties of the user and the seller, and the business relationship between the seller and the user as a buyer or customer. The price of the ticket already includes VAT.

In the case of an online purchase, BLED CI has the right to request identification of the buyer for security reasons and to verify the method of financial transaction used. BLED CI reserves the right to verify the payments made using credit cards. BLED CI may ask the buyer to submit a copy of identification and a copy of the credit card. The request will be sent to the buyer by electronic mail. If the buyer fails to submit the requested data within the specified period of time, the purchase will be cancelled.

When purchasing a ticket, the buyer agrees that all data which he or she submits electronically may be used by the seller to carry out the order and for the purpose of sending notifications about the event concerned. The seller undertakes to ensure permanent protection of the buyer's personal data in accordance with the Personal Data Protection Act.

Admission tickets may not be misused, copied or altered. Mobile tickets (on mobile phones) and printed tickets may not be copied or resold. An admission ticket may only be used once, which means that only the first admission made with a certain identification will be valid. All subsequent attempts to use a previously validated ticket will be rejected. By validating a ticket, the buyer accepts the Terms and Conditions of the event organizer and the rules of the organization holding the event.

## **TICKET PURCHASE**

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

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 Intesa Sanpaolo Bank system. In the bank statement of the Buyer, the transaction will be registered with the name Programski atelje A&Z d.o.o. or mojekarte.

Purchase certificates/vouchers and print@home tickets are stored in a PDF file. In order to access this file, Adobe Reader Reader 7.0 or later is required.

When using debit or credit cards, the buyer will have to enter the card number, expiry date, and CVC code.

**WARNING:** When paying with debit 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 and delivery options are specified during the purchase process. On the website, buyers can purchase tickets by item price in the categories of adults, students, children.

## **TICKET DELIVERY**

After confirming the purchase, the buyer will receive a purchase confirmation, e-ticket and the invoice to the e-mail address stated during the purchase process.

Tickets purchased online cannot be exchanged or cancelled.

## **COMPLAINTS**

All complains regarding the purchase shall be made in writing to the e-mail address [blejski.grad@zkbled.si](mailto:blejski.grad@zkbled.si). Pursuant to Article 43 of the Consumer Protection Act, he 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. With regard to the above stated legal exception, which states that the consumer is not entitled to withdraw from the ticket purchase, all ticket purchases are binding and no refunds will be made.

## **FINAL PROVISIONS**

The buyer is bound by the Terms and Conditions applicable at the time of purchase. The buyer is notified of the Terms and Conditions and must state his or her agreement with the Terms and Condition before completing the purchase. The Terms and Conditions are available at the website [www.blejski-grad.si](http://www.blejski-grad.si). BLED CI reserves the right to change these Terms and Conditions at any time. The Buyer is bound by the Terms and Conditions which were valid at the time of the purchase.

Any disputes arising from the matter will be referred to the court in Kranj with subject matter jurisdiction.

The Terms and Conditions for online sales on the website [blejski-grad.si](http://blejski-grad.si) are valid from 1 February 2021.