

## **General Terms and Conditions**

### **Operator:**

Royal Canon of the Premonstratensians at Strahov

ID: 00415090

Address: Strahovské nádvoří 132/1, Hradčany, 118 00 Prague 1

E-mail address: [prohlidky@strahovskyclaster.cz](mailto:prohlidky@strahovskyclaster.cz) (for tours)

[produkce@strahovskyclaster.cz](mailto:produkce@strahovskyclaster.cz) (for concerts and cultural events)

Website: [www.strahovskyclaster.cz](http://www.strahovskyclaster.cz)

### **I. Introductory provisions**

1. These General Terms and Conditions (hereinafter referred to as "GTC") regulate the legal relations between the Royal Canon of the Premonstratensians at Strahov (hereinafter referred to as "Operator") and customers (hereinafter referred to as "Purchaser") when purchasing tickets for concerts and sightseeing tours in the Strahov Monastery (visitor facilities) organized by the Operator, through the Operator's website and in cooperation with the sales portal [colosseum.eu](http://colosseum.eu) and its subdomains.

By purchasing tickets, the Purchaser agrees to these GTC as well as the terms and conditions published by the Colosseum sales portal.

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### **II. Process of concluding the purchase contract**

1. The Buyer places his/her order via the online shop. In order to purchase a ticket, the Buyer is obliged to fill in his/her identification and contact details (name, surname, email and telephone number), to choose (order) a specific date and time for visiting a specific visitor object (monument) or a specific date and time for a concert and the total number of tickets to be ordered. After the selection of the number of tickets is made, the Buyer will be shown the total purchase price and payment terms. After successful payment through the payment gateway (see Article III. GTC), the purchase contract is concluded.

2. In case the Buyer enters incorrect data or technical problems occur on the part of the Internet or communication service provider, the Operator is not responsible for the non-delivery of the ticket to the Buyer's e-mail. Neither is the Operator responsible for the progress of payment in the payment gateway to which the Buyer is redirected in the payment of the purchase price.

3. The Purchase Contract cannot be cancelled or changed in any way after its conclusion by the Buyer, in particular it is not possible to request a refund of the purchase price or a change of the date of the visit to the visitor facilities, unless the complaint is accepted under the conditions set out in Article VII. GTC .

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### **III. Price and payment terms**

1. The price of tickets for concerts and sightseeing tours is indicated on the Operator's website, including VAT. The price includes admission to the specific visitor facility or concert, including all fees.

2. The buyer undertakes to pay the price of the tickets through the payment methods specified when completing the order. Ticket orders for which the purchase price is not paid within one hour from ordering will be automatically canceled by the sales portal.

3. After successful payment, the Buyer will receive a purchase confirmation, an electronic ticket and GTC via e-mail. The ticket must be printed or kept in electronic form for entry to the building or to the event.

4. No compensation is provided for a lost ticket, a duplicate ticket cannot be issued. Any additional intervention on the ticket makes it invalid. The buyer is not entitled to resell the purchased tickets.

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#### **IV. Subscription**

The Operator may offer special subscriptions to concerts and sightseeing tours that guarantee the attendance at selected events. The terms and conditions of the subscription are listed for specific offers on the Operator's website.

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#### **V. Rights and obligations of the parties**

##### **1. Rights and obligations of the Operator:**

The Operator shall have the right to cancel or change the date of a monument tour or a concert due to unforeseen circumstances (e.g. closure of the facility, urgent technical problems, weather, indisposition of performers, etc.). In this case, the Buyer will be refunded the ticket price or offered an alternative date.

The Operator is obliged to provide the Buyer with a ticket for a concert or a sightseeing tour according to the confirmed order and to ensure that all information given in the description of the concert or sightseeing tour is correct and up-to-date.

##### **2. Rights and obligations of the Buyer:**

The Buyer has the right to attend the concert or sightseeing under the terms and conditions set out in the order confirmation and ticket.

The Buyer is entitled to a refund of the ticket price in the event of cancellation of the concert or the sightseeing tour or in case when the date thereof has been changed.

The buyer agrees to pay the ticket price on time and correctly according to the payment terms.

The Buyer is obliged to follow the rules of the Visitor Regulations of the Strahov Monastery (on the Operator's website) and the instructions for attending the concert or tour of the monument (e.g. security measures, entry conditions).

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#### **VI. Withdrawal from the Purchase Agreement**

The Buyer acknowledges that according to the provisions of Section 1837 (j) of the Civil Code (Code No. 89/2012 Coll. Of Laws), he/she cannot withdraw from a purchase contract concluded via the online shop in accordance with the provisions of Section 1829 of the Civil Code (i.e.

within 14 days without giving a reason), as it is a contract for the use of leisure time, according to which performance is to be performed on a certain date or within a certain period.

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## **VII. Claims and Complaints**

1. Complaints about tickets are only possible in the event of a defect that prevents access to a concert or sightseeing tour, or if the concert or tour has not taken place.
2. Complaints must be lodged with the Operator immediately, within 7 days of the concert or tour, in writing via the contact form on the Operator's website, e-mail: reklamace@strahovskyclaster.cz , mailbox: a2fiyf4, or by post to the Operator's address.
3. In the case of an accepted complaint, the Buyer will be issued a ticket without defect or the ticket price will be refunded.
4. The Buyer is entitled to lodge a complaint at the Operator's address, who undertakes to deal with the complaint without delay. Should the complaint not be resolved to the Buyer's satisfaction, the Buyer may address his/her complaint to the Czech Trade Inspection Authority, Central Inspectorate - ADR Department, Štěpánská 15, 120 00 Prague 2, also via email address: [adr@coi.cz](mailto:adr@coi.cz) . The Buyer may also use the online dispute resolution platform established by the European Commission

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## **VIII. Protection of personal data**

1. The Operator collects and processes the personal data of the Purchasers only to the extent necessary for the conclusion and performance of the contract for the purchase of a ticket for a concert or a sightseeing tour and in accordance with the applicable legislation on the protection of personal data.
2. The Buyer agrees, in accordance with the provisions of Section 7(2) of Act No. 480/2004 Coll., on Certain Information of Society Services and on Amendments to Certain Acts (Act on Certain Information of Society Services), as amended, to receive the commercial offers and communications by the Operator to his/her e-mail address or telephone number, unless the Buyer has expressly prohibited this when purchasing tickets.
3. The Operator fulfils its information obligation towards the Buyer within the meaning of Article 13 of the GDPR Regulation related to the processing of the Buyer's personal data for the purpose of sending commercial communications through the document "Privacy Policy" provided on the Operator's website.

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## **IX. Final provisions**

1. These Terms and Conditions may be amended by the Operator at any time. Amendments to the Terms and Conditions shall take effect upon posting on the Website.
2. Legal relations not regulated by these Terms are governed by the applicable laws of the Czech Republic.