

GENERAL CONDITIONS FOR THE PURCHASE OF TICKETS FOR FILM UNDER THE STARS AT THE LJUBLJANA CASTLE PUBLIC INSTITUTE

I. GENERAL

Article 1 (Introductory Provision)

The general conditions for the purchase of tickets for Film Under the Stars at the Ljubljana Castle Public Institute (hereinafter: the 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 court in Ljubljana having jurisdiction on the substance.

Article 2 (Terminology Used)

The Ljubljana Castle Public Institute may appear in these General Conditions as:

- the seller of tickets or goods at sales points;
- the organiser of an event/performance.

The Kinodvor Public Institute may appear in these General Conditions as:

- the organiser of an event/performance.

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

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

Purchase: the exchange of goods/services for payment.

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

Programski atelje A&Z d.o.o. appears in these General Conditions as:

- the provider of technology support in issuing tickets;
- the provider regarding sales through the sales network mojekarte.si.

Written order: the ordering of tickets via email for legal entities.

Article 3 (Information about the Ljubljana Castle Public Institute and Kinodvor)

Ljubljana Castle Public Institute

Seat: Grajska planota 1,

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



General Conditions for the Purchase of Tickets for
Film Under the Stars
at the Ljubljana Castle Public Institute

Slovenia, EU

Tax No.: SI82858632

Registration No.: 3887359

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

Kinodvor Public Institute

Seat: Kolodvorska ulica 13, SI-1001 Ljubljana

Slovenia, EU

Tax No.: SI12753173

Registration No.: 3345548000

The Kinodvor Castle Public Institute is entered in the court register at the District Court of Ljubljana: registration number SRG 2008/22768.

II. TICKET SALES POINTS

Article 4
(Ljubljana Castle Sales Points)

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

Article 5
(Payment Means)

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

- in cash (EUR);
- by debit and credit cards (MasterCard, Visa, Visa-Electron, BA, Karanta, Maestro and Diners).

Article 6
(Authorised Sales Points)

The other authorised sales points of the [mojekarte.si](https://www.mojekarte.si) sales network are: Alpetour, Big Bang branches, Petrol, Logo service stations, Shell service stations with Multi točka, Nomago points of sale, Last minute center, TIC, 3DVA kiosks and individual sales points listed at: <https://www.mojekarte.si/en/points-of-sale.html>

Administrative costs are charged for tickets bought on [mojekarte.si](https://www.mojekarte.si) and their sales network. Order processing fees are charged per issued ticket and are clearly communicated during the purchase process. The order processing fee is non-refundable!

Article 7
(Reservation of Tickets)

It is not possible to reserve tickets.

Article 8
(Validity of Tickets)

Tickets for Film Under the Stars are valid for a precisely determined screening.

Each individual ticket is valid for one entry only.

Article 9
(Wheelchair Users)

Wheelchair users and an accompanying person are entitled to free tickets. Tickets can be picked up on the day of the screening.

Free entry to the event is possible until the spaces reserved for wheelchair users are filled.

Article 10
(Contact phone number)

When purchasing a ticket, the buyer has to leave a contact phone number. The phone number will be used to notify the buyer through a text message in case of cancellation.

Article 11
(Cancellation or Interruption of Screening)

In case of rain or a bad weather forecast, the screening will be cancelled. A replacement screening will take place only for cancelled pre-premieres: three additional screenings will take place in Kinodvor from August 3rd on. The schedule of replacement pre-premieres will be published one day after the original screening at the Ljubljana Castle.

Information about the cancellation of a screening will be posted on the websites www.ljubljanskigrad.si and www.kinodvor.org by 7.00 pm on the day of the scheduled screening and via text message.

Article 12
(Exchange of Tickets for Cancelled or Interrupted and then Cancelled
Screenings)

Tickets for cancelled or interrupted and then cancelled screenings can be exchanged for one of the following options:

- tickets for the screening of another film from the programme of Film Under the Stars: at the cash desk of the Entrance Pavilion at the Ljubljana Castle and at the lower funicular railway station;
- refund of the purchase price: at the place of purchase until **25 August 2025** inclusive. After this date, the exchange of tickets for the purchase price will not be possible. Tickets purchased through online sales can be exchanged for the purchase price at the cash desk of the Entrance Pavilion at the Ljubljana Castle and at the lower funicular railway station.

Tickets for cancelled or interrupted and then cancelled pre-premieres can be exchanged for one of the following options:

- tickets for one of the three additional screenings at Kinodvor. The schedule of additional screenings will be published on the website <https://www.kinodvor.org/en/programme/> one day after the original screening at the Ljubljana Castle; it will be possible to exchange the original tickets or to purchase new ones from August 3rd on at the Kinodvor box office (note: Kinodvor cinema has a capacity of 188 seats, the Ljubljana Castle courtyard has a capacity of 960 seats);
- tickets for another pre-premiere from the programme of Film Under the Stars: at the cash desk of the Entrance Pavilion at the Ljubljana Castle and at the lower funicular railway station;
- refund of the purchase price: at the place of purchase until **25 August 2025** inclusive. After this date, the exchange of tickets for the purchase price will not be possible. Tickets purchased through online sales can be exchanged for the purchase price at the cash desk of the Entrance Pavilion at the Ljubljana Castle and at the lower funicular railway station.

III. FINAL PROVISIONS

Article 13

All other provisions not specified in these General Conditions are subject to the currently valid General Conditions for the Purchase of Tickets and Goods at the Ljubljana Castle, which are available at all sales points at the Ljubljana Castle and at: <https://cdn.mojekarte.si/m/0/94/documents/158-splosni-pogoji-3-1-2025-english.pdf>

The seller reserves the right to change these General Conditions at any time. In doing so, the seller will always inform the buyer about a substantive change to the General Conditions by posting the change on the homepage of the seller's website.

Ljubljana, 18 June 2025