

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 Kinodvor Public Institute acts as an authorised sales point for the sale of tickets. The other authorised sales points of the [mojekarte.si](https://www.mojekarte.si) sales network are: Alpetour, Big Bang branches, PetrolShell service stations with T-točka, Logo service stations, 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 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 (Persons with Mobility Impairments and Persons with Special Needs)

Persons with mobility impairments and persons with special needs, together with one accompanying person, are entitled to a 50% discount on admission tickets.

The discount applies to regular ticket prices. Discounted tickets can be purchased at Ljubljana Castle ticket offices upon presentation of valid proof of status (a Ministry of Labour, Family, Social Affairs and Equal Opportunities card, a European Disability Card, or another appropriate document confirming eligibility).

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. In this case, information about the cancellation of the 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 SMS/text message.

A replacement screening will take place the following day at 9.00 pm at Kinodvor (Kolodvorska ulica 13). In case of the cancellation of a premiere or pre-premiere, there will be two replacement screenings at Kinodvor. The schedule of replacement premieres or pre-premieres will be published one day after the original screening at the Ljubljana Castle. From that date onward,

tickets for the replacement screenings will also be available for purchase or exchange at the Kinodvor box office.

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 a replacement screening: at the Kinodvor box office until capacity is reached (note: Kinodvor Theatre has 188 seats, while Ljubljana Castle courtyard accommodates 960 visitors);
- tickets for the screening of another film from the program 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 **6th September 2026** 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 premieres or pre-premieres can be exchanged for one of the following options:

- tickets for a replacement screening: at the Kinodvor box office until capacity is reached (note: Kinodvor Theatre has 188 seats, while Ljubljana Castle courtyard accommodates 960 visitors);
- tickets for another premiere or pre-premiere from the program 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 **6th September 2026** 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,



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

which are available at all sales points at the Ljubljana Castle and at:
<https://www.ljubljanskigrad.si/assets/Uploads/Splosni-pogoji-JZ-LG-1.4.2026-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 2026