

## GENERAL TERMS AND CONDITIONS

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### 1. Terms of use of the online shop

The General Terms and Conditions are drawn up in accordance with the Consumer Protection Act (ZVPot), the Personal Data Protection Act (ZVOP-1) and the Electronic Communications Act (ZEPT).

The online store [www.tickets.vintgar.si](http://www.tickets.vintgar.si) (hereinafter also referred to as the "Store") is operated by **TURISTIČNO DRUŠTVO GORJE, Podhom 80, SI-4247 Zgornje Gorje, company registration number: 5059704000, VAT number: SI 81464100**, which is also an e-commerce service provider (hereinafter also referred to as "TD Gorje").

The general terms and conditions of business determine the operation of the online store, the rights and obligations of the user and the seller, and regulate their business relationship. The general terms and conditions of business determine the operation of the online store, the rights and obligations of the user and the seller, and regulate their business relationship.

The general terms and conditions of sale that are valid at the time of purchase (when placing an online order) shall be binding on the buyer. The user is specifically informed of the general terms and conditions of business at the time of placing an order and confirms their familiarity

### 2. Accessibility of information before the conclusion of the contract

The Seller undertakes to provide the Buyer with the following necessary information before the Buyer is bound by the Contract or the Offer:

- the main features of the service,
- the final price of the service,

- payment terms,
- the general terms and conditions published on the Seller's website (the Seller does not allow the purchase until the Buyer has confirmed that he/she has read the general terms and conditions),
- the name of the company, its registered office, phone number and email address.

### 3. Prices

All prices include VAT, unless expressly stated otherwise. Prices are valid at the time the order is placed.

The discount code only applies to the agencies with which TD Gorje cooperates on a contractual basis and is agreed in advance.

### 4. Tickets

Tickets can be purchased in advance at the ticket offices of TD Gorje and on the website of TD Gorje <http://www.tickets.vintgar.si>

Guests can only enter the Vintgar Gorge with a valid ticket. The ticket is used at the moment of passing through the entry checkpoint. Counterfeiting of tickets is punishable and is dealt with in accordance with the applicable criminal law.

#### Choice of date and ticket type:

Before clicking on Confirm payment, the buyer is responsible for carefully checking all details of the purchase (date and time of visit, number and price of tickets). It is still possible to make changes to any item in the purchase in the final window before payment. After purchasing the tickets, which is completed directly by clicking on payment in the online purchase process, changes or cancellations are no longer possible. A valid email address is required for the purchase.

The sales contract between the seller and the buyer is concluded in the online store at the moment when the buyer places an order, i.e., confirms payment. From that moment on, all prices and other conditions are fixed and apply to both the seller and the buyer. The buyer is the person with the data provided when placing the order. Subsequent changes to the buyer's data are not possible.

The sales contract (order) is stored in electronic form on the provider's server. The customer is responsible for the accuracy of the entered data.

After immediate payment (with a payment or credit card or Flik service), a receipt for the purchase and a QR code for each individual ticket that the customer has purchased are generated. The receipt and QR codes are sent to the email address provided by the customer during the purchase process.

To enter, it is sufficient to show the ticket on the phone or printed ticket to the controller at the entrance, or scan the barcode on the entrance door. Tickets must not be abused, copied, or

modified. Each ticket is valid for the first entry, which means that the first ticket accepted with its identification is valid. All subsequent tickets with the same identification are automatically rejected.

## 5. Payment methods

After selecting the tickets, the customer must choose the payment method. The purchase can be made with the following payment methods:

- Payment or credit card,
- Flik service

When paying with credit cards, the buyer must enter the basic information on the card (card number, validity, and CVC code).

If the Buyer needs an invoice to be issued to the company, they must fill in the required fields under "*Are you buying as a company?* " In this case, the registered office of the legal entity and the tax number are entered.

It is the Buyer's responsibility to verify the accuracy of the information before placing an order.

## 6. Liability for injury and damage to property

Every visitor must observe the safety instructions set out by TD Gorje when visiting the sights of the Vintgar Gorge. The instructions are written on the website [www.vintgar.si](http://www.vintgar.si), and at the point of entry (e.g., recommendations for keeping to waymarked trails indicated on the attached diagram, recommended hiking footwear, indication that no pushchairs are allowed in the gorge, etc.). Visitors are also informed of the recommended safety precautions by means of warning signs, including: slip hazard, no climbing the fence, danger signs, and indications of required and forbidden routes, emergency number signs, and a sign warning visitor that they enter the gorge at their own risk.

TD Gorje accepts no liability for personal injuries or damage to visitors' belongings if these are caused by non-observance of signs and instructions of TD Gorje, weather, or have occurred under the influence of alcohol and drugs, etc.

TD Gorje is not responsible for theft or damage to visitors' personal belongings.

TD Gorje accepts no responsibility for personal injuries or damage to visitors' belongings caused by noncompliance with signs and instructions, weather conditions, or being under the influence of alcohol or drugs, etc. TD Gorje is not liable for theft or damage to visitors' personal belongings. In the event of an accident caused by circumstances beyond the control or knowledge of TD Gorje, as the organizer of tours and visits to the Vintgar Gorge, resulting in damage to persons or property, TD Gorje has taken out a professional liability insurance contract. Any claim for compensation based on the damage suffered shall be decided by the insurance company with which TD Gorje has a liability insurance contract.

## Parking and use of parking spaces

The buyer is informed of the parking regime, usually through publicly available information, including the conditions under which parking fees are charged and the applicable rates (time limits, fees for different types of vehicles, etc.), no later than upon arrival at the parking lot. TD Gorje does not refund parking fees for already parked vehicles. In exceptional cases, if justifiable circumstances arise and no more than 5 minutes have elapsed since the parking fee was paid, the person responsible for managing the parking lot may decide to refund the parking fee.

Visitors use the parking lots managed by TD Gorje at their own risk. TD Gorje assumes no liability for any damages incurred during parking or other events that may result in damage to parked vehicles, property, or persons.

## Complaint and withdrawal from the purchase contract

In accordance with point 12 of the fifth paragraph of Article 43č of the Consumer Protection Act, the consumer does not have the right to withdraw from a contract in the case of leisure services where the undertaking undertakes to fulfil its obligation on a specific date or within a specific period of time. Tickets purchased through the website [www.tickets.vintgar.si](http://www.tickets.vintgar.si) cannot be returned and no refund can be requested for them. A customer complaint may be considered exceptionally. TD Gorje assesses the cause of the complaint on a case-by-case basis, if there are known justifiable reasons for it (such as an exceptional event). Unjustifiable reasons include, for example, any errors made by the customer when purchasing tickets online (such as purchasing more tickets than the customer actually needs). In the latter and similar cases, TD Gorje does not refund the purchase price.

The last possible day for any complaint is one day before the expiration of the validity of the ticket. The customer and TD Gorje handle complaints within the complaint deadline, which is eight (8) days from receipt of a written complaint from the complainant. Within this period, TD Gorje as the ticket seller is obliged to provide the complainant with a written or oral response to the submitted complaint.

In case of force majeure (exceptional weather conditions, accidents, landslides, etc.), TD Gorje is responsible for resolving the situation and refunding the money in all cases (for tickets purchased and paid for online). In case of the aforementioned circumstances, TD Gorje will inform ticket buyers about the refund as soon as possible. Ticket buyers will receive the refunded amount, without additional requests, in the same way they paid for the tickets, within 14 days of the request. With the refund of the ticket price, the tickets become invalid.

For all relationships and for rights and obligations that are not regulated by these General Terms and Conditions, the provisions of the Obligations Code, the Electronic Commerce Market Act, the Personal Data Protection Act and the Consumer Protection Act apply mutatis mutandis.

## 9. Out-of-court settlement of consumer disputes

In accordance with the legal regulations, TD Gorje, in accordance with legal regulations, does not recognize any out-of-court consumer dispute resolution provider as competent to resolve a consumer dispute that a consumer could initiate in accordance with the Consumer Dispute Resolution Act. We respect the applicable consumer protection laws and fulfill our duty to provide an effective complaint handling system. In case of any problems, the customer can contact us via phone number: 051 621 511 or email: [info@vintgar.si](mailto:info@vintgar.si).

Complaints can be submitted via email to [info@vintgar.si](mailto:info@vintgar.si), and the entire complaint handling process is confidential. We are aware that consumer disputes before a court require additional costs, so we strive to resolve all possible complaints amicably.

For the resolution of all disputes related to the website [www.vintgar.si](http://www.vintgar.si) and these general terms and conditions of business, which the website operator and the user cannot resolve amicably, the competent court is the substantive and local court.

## Amendments to the General Terms and Conditions

The Seller reserves the right to change these General Terms and Conditions at any time. In doing so, the Seller will always notify the Buyer of a material change to the General Terms and Conditions by publishing the change on its website.

## 10. Additional information, changes to the General Terms and Conditions

The information published on the Seller's website is for information purposes only. The Seller accepts no responsibility for the completeness, accuracy and timeliness of the information. TD Gorje is not responsible for any consequences arising from erroneous information contained in publications or publications not issued by TD Gorje.

If you have any questions, please contact:

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For more details, please see our privacy policy on our website [www.vintgar.si](http://www.vintgar.si).