

**TERMS AND CONDITIONS FOR THE SALE OF TICKETS  
FOR USERS OF THE PREMISES OF THE VATROSLAV LISINSKI CONCERT HALL**

**General provisions**

**Article 1**

Tickets for events organized by the VLCH shall be sold at the box office of the VLCH and *online* exclusively via the website [www.lisinski.hr](http://www.lisinski.hr).

**Article 2**

The User agrees that, in the area of the Main Hall, 1,810 places (seats) and 9 places (positions) for people in wheelchairs shall be intended for regular sale, while 38 official places (seats) shall be exempt from the use of the User.

The User agrees that, in the area of the Small Hall, 298 places (seats) and 2 places (positions) for people in wheelchairs shall be intended for regular sale, while 11 official places (seats) shall be exempt from the use of the User.

Only VLCH tickets/invitations shall be used for the entrance of visitors to VLCH events.

**Methods of payment**

**Article 3**

Payments for tickets shall be possible at the box office of the VLCH using cash, as well as Mastercard, Maestro, Visa, Premium Visa and Diners credit and debit cards.

*Online* tickets can be paid for with Mastercard, Maestro, Visa, Premium Visa and Diners credit and debit cards.

**Fees**

**Article 4**

The fee for accepting cards amounts to 2,5% plus VAT, except in the case of payment in instalments, for which the conditions are defined by a special agreement with the organizers.

**Article 5**

VLCH shall charge ticket buyers a fee for Internet transactions in the amount of EUR 2 plus VAT.

## **Possibilities of entry for people in wheelchairs**

### **Article 6**

People in wheelchairs shall be entitled to free tickets for all public events at the VLCH. People in wheelchairs can reserve their free ticket by phone at the box office of the VLCH. VLCH recommends that a person accompanying a person in a wheelchair pays the price of the selected ticket category with a discount (ranging from 20% to 50%). All information regarding the prices of tickets and discounts on tickets shall be entered in the ticket creation order.

## **Return and exchange of tickets**

### **Article 7**

In accordance with the provisions of Article 86 paragraph 1 item 12 of the Consumer Protection Act, the customer shall not have the right to unilaterally terminate the contract (return or exchange of the ticket)

### **Article 8**

The customer can exercise the right to a refund only in the case of a cancelled event. Refunds are possible within 60 days at the location where the ticket was purchased and in the manner in which it was purchased.

### **Article 9**

Tickets for the same event can be exchanged for tickets of the same or higher price category up to one working day before the programme. Tickets can only be exchanged at the box office of the VLCH.

The ticket replacement fee amounts to EUR 2 plus VAT.

## **Privacy statement**

### **Article 10**

The Vatroslav Lisinski Concert Hall undertakes to protect customers' personal data in the manner of collecting only the basic information about customers/users which is necessary for the fulfilment of its obligations and shall regularly provide customers with the option of choosing whether their data shall be used, including the option of deciding whether or not they want their name to be placed on a list used for marketing activities. All user information shall be kept strictly confidential and shall be available only to employees who need this information in order to perform their work tasks. All employees of the Vatroslav Lisinski Concert Hall, as well as its business partners, shall be obliged to respect the principles of privacy protection.

## **Final provisions**

### **Article 11**

The decision on the terms and conditions for the sale of tickets for users of the premises of the Vatroslav Lisinski Concert Hall shall enter into force on the first day after the date of publication on the bulletin board of the Vatroslav Lisinski Concert Hall.