



ПОЗОРИШТЕ НА ТЕРАЗИЈАМА

TERAZIJE THEATRE

TERMS OF USE

Online ticket shopping service terms of use

When applying for online purchase of tickets, the Service User is obliged to agree with the terms of use of the online ticket shopping service of Terazije Theatre. The service is intended for online selling of tickets for the plays of Terazije Theatre and cannot be used for other purposes.

Registration

When registering, the Service User (hereinafter: the User) shall enter his personal information required by the service. The accuracy of the entered data will be accounted for by the User. By registering, the User accepts the terms of use as binding.

Activating a User Account

If the User has entered the correct email address upon registration, the service will send him an email with an activation link. After having received an activation email, by clicking on the sent link the User confirms they agree with the terms of the sale, becomes a registered member and can start using the service. At any time, the user can deactivate his account by sending a request for deactivation to the following email address: online@pozoristeterazije.com.

Recovering the Password

In case the User forgets their password, the service shall provide a password reset. For safety reasons, the User is obliged to change the password, generated by the service, as soon as they receive the email concerning the password change, by clicking on the "My account" option.

User Data

The User can change their personal data at any time, except for their email address, by clicking on the “My Account” option. The accuracy of the entered data will be accounted for by the User.

Data Secrecy

Terazije Theatre is obligated to maintain the privacy of all customers. Only basic information shall be taken from customers / users that are necessary in order to operate normally and inform users in accordance with good business practices and with a goal to provide them with quality service. The users can also choose whether they want to be deleted from the email list used for marketing campaigns or not. All user / customer information is strictly confidential and only available to employees who need this information in order to run the website. All employees of the Terazije Theatre shall be responsible for complying with the principles of privacy protection.

Service Usage

The user is obliged to use online tickets service for the plays of the Terazije Theatre in accordance with the service purpose and terms of sale. The User is not allowed to violate the functionality of the service in any way. A penalty defined by law is foreseen for such activities.

Terms of Purchase and Method of Payment

Online purchase of tickets can be made no later 5 minutes before the beginning of the play, while purchase of tickets at the box office of the Terazije Theatre can be made during working hours of the box office until the beginning of the play.

Tickets bought through online service can be paid only through online transaction performed via *Banca Intesa* Belgrade, while payment itself can be performed using either a debit or a credit Visa, MasterCard, Maestro or America Express card of any bank, with an enabled option for online payment. Tickets bought through online service shall be delivered to the email address of the User following the successfully performed payment transaction.

If the email hasn't arrived within a few minutes, it is recommended that the User checks their spam folder. If the User, for any reason, hasn't received the email with the bought tickets, they can send a complaint to the following address: online@pozoristeterazije.com or call the following numbers: 011/330 2621 (marketing) or 011/322 9943 (box office) during the working hours of these services.

If the User has bought tickets through the online system, and they own a mobile phone or any other device that can display valid electronic tickets, they can show their electronic

tickets on these devices to the person working at the entrance of the Theatre. Otherwise, they have to print the electronic tickets and bring them to the Theatre. Printed online ticket enables the User to enter the Theatre. If you want to, you can go to the box office no later than 30 minutes before the beginning of the play and take the tickets in the format handed out at the box office. While doing this, the User is required to identify themselves with their email address and one of the personal documents validating their identity.

Protection of Confidential Transaction Data

When entering payment card information, confidential information is transmitted through a public network in a protected (encrypted) form using the SSL protocol and PKI system, these being the current state-of-the-art cryptographic technology. The security of the data during purchase is guaranteed by the payment card processor, Banca Intesa a.d. Belgrade, so the complete billing process is carried out on the bank's pages. At no point in time is the payment card data available to our system.

Prices, Discounts and Promotions Policy

The policy of the tickets' prices is defined by an internal document of the Terazije Theatre. The conditions that the User has to meet in order to be able to purchase tickets at a lower price, i.e. with a discount, are defined by an internal document of the Seller.

Promotions and time limited discounts are organized by the Terazije Theatre in accordance with its business policy, of which the Users are informed in a timely manner.

All prices are listed without VAT. Pursuant to the Law on Value Added Tax, Article 25, paragraph 14, theater tickets are exempt from VAT.

Returning Bought Tickets

Tickets that are bought through the online service can be returned upon the User's personal request **no later than 24 hours from the beginning of the play** for which the tickets have been bought, by sending an email to the following address: blagajna@pozoristeterazije.com or by calling the following numbers: 011/330 2621 (marketing) or 011/322 9943 (box office) during the working hours of these services. Exchange of tickets that have been bought online for other tickets of same or similar value is not possible. In case the User is not able to use the ticket bought online, they can submit a request for return of tickets to the Theatre, after which the box office revokes the tickets and submits the request for return of money to the bank, and only then can the User, independently, through the online system, buy new tickets. The box office will notify the User on the submitted request to the bank for the return of funds. If the User denies the return of funds, they need to contact the bank that issued the card. The funds shall be returned in the same manner the tickets were paid for.

In case of returning the bought tickets and returning the funds to the User who has previously paid for those tickets with one of their payment cards, either partially or

completely, regardless of the reason of the return of tickets, the Terazije Theatre is obligated to complete the return of funds through VISA, EC/MC and Mastro payment methods exclusively, which means that the bank will, upon the Seller's request, complete the return of the funds to the card owner's account. Upon returning the funds, the Terazije Theatre shall not burden the User with additional costs and will perform the return of the funds in its entirety. If the User denies the transaction, they need to contact the bank that issued the card.

Cancelling, Changes of Schedule or Plays

Terazije Theatre has the right to, in justified cases, cancel the play, change the schedule of the play or switch the plays. Terazije Theatre shall notify all Users - Customers about the resulting changes by sending a notice to all registered email addresses.

In case the play is cancelled, the Theatre will automatically send to the bank a request for return of funds to the accounts of all Users that have bought online tickets for that play.

Remarks and Complaints

Remarks and complaints are submitted to the Terazije Theatre by sending an email to online@pozoristeterazije.com or by calling the following numbers: 011/330 2621 (marketing) or 011/322 9943 (box office) during the working hours of these services.