

TERMS OF USE

IMPORTANT INFORMATION!

TICKET VISION doo Beograd is not the organizer of the events offered. The event is run by the organizer, who issues the tickets.

TICKET VISION doo acts solely as a ticket distributor on behalf of the organizer and therefore bears no responsibility for the organization of the event and / or it taking place and is therefore not responsible for the refund.

TICKET PURCHASE

Ticket purchase at Ticket Vision Points of Sale

Definition of "Ticket Vision Point of Sale": Ticket Vision Point of Sale refers to Ticket Vision's own points of sale, www.tickets.rs and other Ticket Vision Internet portals and network of points of sale of its partners.

Purchase of tickets at Ticket Vision and its Partner points of sale:

Tickets can be purchased at Ticket Vision and its Partners. Event tickets are printed and upon payment, tickets are issued to the buyer.

The purchase of tickets through Ticket Vision outlets is binding and cannot be canceled or altered according to the provision of Article 37, paragraph 1, item 12) of the Consumer Protection Act ("RS Official Gazette", No. 62/2014, 6/2016, 44/2018).

Purchase of tickets on the Internet store www.tickets.rs

The purchase of tickets through the Internet store www.tickets.rs is binding and cannot be canceled or altered according to the provision of Article 37, paragraph 1, item 12) of the Consumer Protection Act ("RS Official Gazette", No. 62/2014, 6/2016, 44/2018).

When you place an order on this online store www.tickets.rs, you declare that you are over 18 years of age and that you have the legal capacity to conclude this legal transaction.

Follow these steps to purchase tickets online at www.tickets.rs:

Step 1 - select events and tickets by price category;

step 2 - choosing the delivery method and payment method;

Step 3 - Entry of personal data and acceptance of general conditions;

Step 4 - Payment;

Step 5 - Order Confirmation.

TICKET PAYMENTS

Tickets purchased at Ticket Vision outlets can be paid in cash or with payment cards.

Tickets purchased online from www.tickets.rs can be paid with a payment card.

Each ticket becomes valid after the full payment of the ticket price and the service charges shown during the purchase. VAT is included in the price and there are no hidden costs.

General terms and conditions for accepting payment cards:

An online ticket vendor is:

Name of Legal Entity: TICKET VISION DOO BEOGRAD

Address: 58 Bulevar Arsenija Carnojevica st., 11070 Belgrade

Registration number: 20102446, PIB: 104159848;

All payments will be made in the currency of Serbian Dinar (RSD). When debiting a payment card, the same amount is converted to your local currency according to the rate of the payment card association. As a result of this conversion, there is a possibility of a slight difference from the original price listed on our site.

When entering payment card information, confidential information is transmitted through the public networks using secure (encrypted) SSL protocols and PKI systems, which is currently state-of-the-art cryptographic technology. Payment information security is guaranteed by the payment card processor, Banca Intesa ad Beograd, so the complete payment process is performed on the bank's website. At no time is payment card information available to our system.

In the event of a refund to a customer who has previously paid for one of the payment cards, in whole or in part, and regardless of the reason for the return, Ticket Vision is obliged to make a refund exclusively through the VISA, EC / MC and Maestro payment methods, which means that the bank, at the request of the seller, makes refund to the cardholder's account. This process can take up to 45 days.



TICKETS RETURN / REPLACEMENT:

RIGHT TO RETURN TICKETS

The ticket buyer has the right to return tickets only in the following cases:

- cancellation of events;
- postponement of the event for a period longer than 120 days from the date of the scheduled event;
- in case of postponement of the event due to the occurrence of force majeure lasting more than 180 days from the day of the planned event;

In the cases referred to in the previous paragraph, the ticket will be canceled and the money returned to the customer in a current account or via VISA, EC / MC and Maestro payment methods,

In case of a refund, the buyer will be refunded the ticket price, without service costs.

In the event of cancellation, delay, or other changes to the program, no refund will be made for the dependent costs (eg transportation, hotel accommodation, delivery costs, etc.).

FORCE MAJEURE

In the event that the Event Organizer is unable to fulfill its obligations due to war, insurgency, terrorist acts, strikes, accidents, fires, blockages, floods, decisions or actions by epidemiological authorities, natural disasters, serious disruptions in energy supply or anything else, from for reasons beyond its power and control, the Organizer will not be responsible for loss or damage caused by these events. If the event is canceled or postponed due to the above circumstances, Ticket Vision will notify the customers as soon as possible via the web site www.tickets.rs.

For the duration of force majeure, the obligations of the Contracting Parties are dormant.

In the event that force majeure lasts more than 180 days from the scheduled day of the event, the ticket buyer is entitled to a refund.

OBLIGATION TO RETURN CASH

Ticket Vision is not the organizer of the events offered. Event is organized, run and realized by the organizer, who is the tickets issuer.

Ticket Vision acts only as a ticket vendor on behalf of the organizer and therefore bears no responsibility for the organization of the event and / or taking place and is therefore not responsible for the refund.

OBLIGATIONS TO RETURN MONEY IN CASE OF DELAYING EVENTS FOR A LONGER PER 120 DAYS FROM THE DAY OF THE PLANNED EVENT

In case of postponement of the event for a period longer than 120 days from the day of the planned event, the organizer is obliged to refund the amount of the ticket price, minus any additional costs (delivery, services, etc.).

Ticket Vision will return the money to the buyer at the buyer's bank account or at the point of sale

where the tickets were purchased, provided the organizer provided the funds and transferred them to Ticket Vision, within 60 days from the scheduled event and if the Buyer has submitted a request for a refund.

OBLIGATION TO RETURN MONEY IN CASE OF EVENTS POSTPONED DUE TO FORCE MAJEURE

In the event of cancellation or postponement of the event due to force majeure, the Organizer undertakes to refund the amount of the ticket, less any additional costs (delivery, services, etc.) within 240 days of the scheduled event (obligations are dromant for a period of 180 days from the date of the scheduled event in the event of force majeure).

Ticket Vision will return the money to the buyer at the buyer's current account or at the point of sale where the tickets were purchased, provided that the Organizer provided the funds and transferred them to Ticket Vision within 240 days of the scheduled event and if the buyer has applied for a refund.

TICKET VISION DISCLAIMER

Ticket Vision is obliged to return the money to ticket buyers only in the following cases:

- that he did not transfer the money he collected on behalf of the organizer to that organizer;
- that the organizer has transferred the funds to Ticket Vision for the purpose of returning the money to the ticket buyers;

Please note that Ticket Vision transfers money received on behalf of the Organizer, to that Organizer, every Friday for the funds collected in the previous 7 days.

REPLACEMENT FOR OTHER EVENTS

The right to exchange tickets by changing the ticket for a delayed or canceled event to a ticket for another event from THE SAME ORGANIZER, the ticket buyer has only in the following cases:

- cancellation of event;
- postponement of the event for a period longer than 120 days from the date of the scheduled event;

When replacing a ticket, the buyer is obliged to make an additional payment for the ticket price according to the Ticket Vision calculation and the ticket replacement can be made after payment of the difference in prices in full.

In case the price of the ticket for the second event is lower than the price for the canceled or delayed event, Ticket Vision will refund the buyer to the buyer's current account or at the point of sale where the tickets were purchased, provided that the organizer provided the funds and transferred them to Ticket Vision within 60 days of the scheduled event.

DATA PROTECTION

On behalf of Ticket Vision, we are committed to protecting the privacy of all our customers. We only collect necessary, basic customer information and data necessary for business and customer information in accordance with good business practices and in order to provide quality service. We give customers the choice, including the ability to decide whether or not to delete them from the mailing lists used for marketing campaigns. All customer information is strictly kept secret and is only available to employees who need it to do the job. All employees of Ticket Vision (and business

partners) are responsible for upholding the principles of privacy.

The User acknowledges that personal data may be electronically processed by Ticket Vision for the purpose of performing the service. In accordance with the legal provisions, the user accepts that his / her information is forwarded to the partner companies (daughter companies or branches) as well as the organizers of the individual events for which the tickets were purchased. [Privacy policy](#)

LIVE STREAM / VIDEO ON DEMAND

"Ticket Vision" will, according to its many years of experience, find and register an account with a suitable company that has adequate technical capabilities and support for live streaming, storing it on VoD servers and replay broadcasting at agreed times. By purchasing the access CODE / ticket, the customer accepts and registers through the official website of Ticket Vision (www.tickets.rs) and by choosing the content, they get the access to a link that allows the customer to watch live content (live stream) or Vod (Video on demand). The number of access CODES / tickets for access to the link is determined by the Organizer. The price of the access CODE / ticket for each content is determined by the Organizer.

Ticket Vision takes no responsibility for the content broadcast (recording quality, copyright, character and work of the performer).

NOTICE

In order to protect against misuse, Ticket Vision may, under certain circumstances (if the transaction proves to be suspicious), require additional information from the customer - a payment card scan with the last four digits visible. If you do not agree to the above terms of business, you can request a refund, which will be returned to the account from which the payment was made.

JURISDICTION

All disputes that cannot be settled by agreement are in the the jurisdiction of the Belgrade court.

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