

# GENERAL TERMS AND CONDITIONS (GTC)

for purchasing tickets for an event via [www.salonprive.sk](http://www.salonprive.sk)

## ARTICLE I. – DEFINITIONS AND IDENTIFICATION OF THE ORGANIZER

1. Organizer: Business name: Slovakia Properties Group, s.r.o. Registered office: Dlhá 96, 949 01 Nitra
2. IČO: 48 112 828 DIČ: 2120065519 Contact: salonprive.sk@gmail.com, tel. no. 0911 33 55 00
3. Participant: A natural or legal person who reserves a ticket via the website [www.salonprive.sk](http://www.salonprive.sk).
4. Event: A private event organized by the Organizer, to which the sale of tickets is tied.

## ARTICLE II. – RESERVATION PROCESS AND PAYMENT TERMS

1. The Participant reserves a ticket by filling out an electronic form on the website [www.salonprive.sk](http://www.salonprive.sk).
2. Based on the reservation, the Organizer will generate and send the Participant an advance invoice to his/her e-mail address.
3. The Participant is obliged to pay the advance invoice within its due date - within 2 days of its issuance and delivery to the e-mail address specified in the reservation form.
4. The purchase contract is concluded when the full amount is credited to the Organizer's bank account.
5. After verifying the payment, the Organizer will issue and e-mail a confirmation of receipt of payment, and then send physical tickets to the buyer's address or agree on collection at the event venue.

## ARTICLE III. – TICKET SPECIFICATION (NAME AND NON-TRANSFERABILITY)

1. The ticket is issued in the specific name and surname of the Participant (or the person designated by him/her) that was entered in the reservation form.

2. The ticket is non-transferable. The authorized ticket holder is exclusively the person whose name is stated on the ticket.
3. The ticket holder is obliged to prove his/her identity and age with a valid identity document (ID card, passport) upon request of the Organizer or a person authorized by him/her. In the event of a data mismatch, the Organizer has the right to deny such a person entry without the right to a refund.
4. Only persons over 18 years of age may participate in the event.
5. The Organizer is entitled to deny entry to the Event or to expel from the Event a Ticket Holder who is clearly under the influence of alcohol or narcotic and psychotropic substances, behaves aggressively, disrupts the course of the Event, endangers himself or other persons, or otherwise violates the Organizer's instructions. In such a case, the visitor is not entitled to a refund of the entrance fee or any other compensation.
6. By entering the Event, the Ticket Holder grants the Organizer and third parties authorized by it permission to make, use, publish and distribute any form of recording (portrait, photographs, video or audio recordings) made at the Event or in connection with it. This permission is granted without any compensation and for artistic, promotional and advertising purposes for the Organizer or partners of the Event, as well as for the purposes of press, radio and television reporting. If the Ticket Owner has reservations about the use of such a record, he/she is entitled to request the Organizer in writing to limit, modify or delete the record, if the nature and scope of the use of the record allows it.
7. 7. During the Event, the Ticket Owner is obliged to follow all instructions of the Organizer, security service, SBS and authorized personnel, as well as to comply with generally binding legal regulations, in particular the prohibition of possession and distribution of narcotic and psychotropic substances, the prohibition of carrying weapons and other dangerous objects.
8. The Buyer is obliged to check the accuracy of the specified data immediately after delivery of the Ticket. Later complaints regarding typos in the name, type of Ticket or incorrectly entered e-mail address may not be accepted.
9. By sending the order, the Buyer: (a) confirms that all data provided by him/her in the order are complete, true and accurate; (b) declares that he/she has read and fully agrees to these GTC; (c) has read the Notice on the Processing of Personal Data; and (d) acknowledges and confirms that he/she meets the age limit of 18+ required to participate in the Event.
10. The purchase price of the Tickets is stated on the Organizer's Website and also includes information on the applicable value added tax rate. The purchase price is final, includes the applicable amount of value added tax according to

applicable law and does not contain any hidden or additional fees, unless expressly stated otherwise on the Website.

11. The purchase price is considered paid by crediting it to the Organizer's bank account.
12. Before withdrawing from the Contract, the Organizer may offer the Buyer the option of paying the difference up to the correct price. If the Buyer pays the difference within the period specified by the Organizer, the Organizer is not entitled to withdraw from the Contract for this reason.

#### **ARTICLE IV. - CHANGES TO THE EVENT PROGRAM, CANCELLATION AND RESCHEDULING OF THE EVENT**

1. The Ticket is issued to the specific name and surname of the Participant (or a person designated by him/her), which was entered in the reservation form.
2. The Organizer reserves the right to modify, change or limit the Event program if required by technical, production, safety, health or other objective reasons (hereinafter referred to as "Event Changes"). For this reason, the Organizer is entitled in particular: (a) to change the program and line-up of performers; (b) to adjust the timetable; (c) to limit or change the scope of accompanying services.
3. In the event of a Change to the Event that does not have a significant impact on its overall character or essential elements, the Buyer is not entitled to a refund of the purchase price of the Ticket or a discount on it. A non-substantial change to the Event is considered to be, in particular, a change in the order of performers, an adjustment of the duration of the performance or the replacement of a performer with a performer of an appropriate category, as long as the overall character of the Event is preserved.
4. If the Change to the Event significantly limits the scope or quality of the provided Event, in particular if the main performer is cancelled without adequate compensation, the Buyer is entitled to an appropriate discount on the purchase price of the Ticket or to withdraw from the Contract, while the paid Ticket price will be refunded. The Organizer is obliged to inform the Buyers about significant Changes to the Event and their consequences in a clear and understandable manner via the Website or by e-mail without undue delay.
5. In the event of a Force Majeure, the Organizer is entitled to: (a) temporarily interrupt the Event; (b) postpone or adjust its timing; (c) partially limit the scope of the Event; (d) terminate the Event if, due to Force Majeure, it is not possible to continue without the Buyer being entitled to a discount or refund of the purchase price of the Ticket.

6. In the event of a postponement of the date or location of the Event for reasons attributable to the Organizer: (a) the Tickets remain valid for the new date or location; or (b) the Buyer has the right to request a refund of the purchase price of the Ticket within 14 days of the date of notification of the postponement of the Event. The Organizer will refund the purchase price to the Buyer within 30 days of the date of receipt of a written request for a refund, which the Buyer is obliged to send to the email address: salonprive.sk@gmail.com.
7. In the event of a postponement of the date or location of the Event due to Force Majeure, the Tickets remain valid for this new date or location. The Buyer, who for objective reasons cannot attend the alternative date, may request the Organizer for an appropriate solution, if otherwise there would be an unreasonable interference with his rights.
8. In the event of a complete cancellation of the Event, the Organizer will refund the Purchase Price of the Ticket to the Buyer, as a rule, within 30 days from the date of notification of the cancellation of the Event. The refund will be made cashless to the Buyer's account or card from which the payment was originally made.
9. The Buyer will be informed in a clear manner about the postponement of the Event or the cancellation of the Event via the contact details provided when purchasing the Ticket or via the Website.
10. The Organizer is not responsible for any costs incurred by the Buyer in connection with the Event, such as in particular the costs of transport, accommodation, catering or third party services, in connection with the change or cancellation of the Event.

#### **ARTICLE V. – WITHDRAWAL FROM THE CONTRACT (CANCELLATION)**

1. Pursuant to § 19 par. 1 letter k) of Act No. 108/2024 Coll. on Consumer Protection, the consumer may not withdraw from a contract whose subject is the provision of services related to leisure activities, if the seller undertakes to provide these services at the agreed time (event with a fixed date).
2. The participant is not entitled to a refund if the ticket is not used at his own discretion.

#### **ARTICLE VI. – CANCELLATION OF THE EVENT**

1. In the event that the Organizer cancels the event, he is obliged to inform the Participant thereof immediately.
2. In the event of cancellation of the event, the Organizer will refund the paid amount in full to the bank account from which the payment was received, no later than 7 days from the notification of cancellation.

## ARTICLE VII. COMPLAINTS, COMPLAINTS AND SUGGESTIONS

1. Any complaints regarding the purchase of Tickets or the course of the Event itself can be submitted by e-mail to [salonprive.sk@gmail.com](mailto:salonprive.sk@gmail.com).
2. Each complaint must include: (a) the Buyer's name and surname; (b) the e-mail used to purchase the Ticket; (c) the name of the Event; (d) the order number; (e) a brief description of the problem.
3. Immediately after receiving the complaint, the Organizer will send the Buyer an e-mail confirmation of its receipt, which will indicate the deadline for handling the complaint. The deadline notified in accordance with the previous sentence may not be longer than 30 days from the date of receipt of the complaint, unless a longer period is justified by an objective reason beyond the Organizer's control. If the Organizer refuses liability for defects, it will notify the Buyer in writing of the reasons for the refusal.
4. The service associated with the sale of Tickets and the organization of the Event (hereinafter referred to as the "Service") is considered defective if it is not provided in accordance with these GTC.
5. The Consumer is obliged to report a defect in the Service without undue delay after discovering it or could have discovered it with ordinary care.
6. A Ticket defect is understood to be any error on the Ticket that is not caused by the Buyer. The Buyer is obliged to complain about errors in the Ticket without undue delay after delivery of the Ticket. An error that is caused by incorrect, false or incomplete data provided by the Buyer or by the Buyer selecting the wrong type or type of Ticket when creating an order is not considered a Ticket defect. A Ticket defect is also the non-delivery of the purchased quantity of Tickets, if the Buyer purchased more than one within one Contract.
7. The Event shall not be deemed to be defective or limited in quality by the Event or the performers' performance, nor shall it be deemed to be a defect or limitation of the Event, whether caused by technical or production circumstances (in particular the presence of technical equipment, camera equipment, structures or other elements necessary for the implementation of the Event). However, if the Buyer believes that the limitation of the view for technical or production reasons constitutes a defect, he shall be obliged to deliver a written complaint to the Organizer by e-mail together with photographic documentation no later than 72 hours after the end of the Event in question.
8. In the event that the Service is provided with a defect for which the Organizer is responsible, the Consumer shall have (i) the right to have the defect removed free of charge, if it is a defect that can be removed; (ii) an appropriate discount on the purchase price of the Ticket, if it is an irremovable defect that does not

prevent the Ticket Holder from participating in the Event; or (iii) to withdraw from the Contract if it is an irremovable defect.

9. The Consumer has the right to request that the Organizer remove a removable defect of the Event free of charge within a reasonable period. The Organizer is obliged to remove the defect within a reasonable period.
10. The Consumer has the right to a reasonable discount on the purchase price of the Ticket if the Service was provided with a defect that could not be removed, but which did not prevent the Ticket Owner from participating in the Event. The discount on the purchase price of the Ticket must be proportionate to the difference between the value of the Service provided with the defect and the value that the Service would have had if it had been provided without the defect. The Organizer will pay the Consumer the discount within 14 days from the date of its application in the same way that the Consumer used to pay for the entrance fee, unless the Consumer requests a different method of refund.
11. The Consumer may withdraw from the Contract only if the Service has an irreparable defect that significantly prevents its proper provision or use. Such a defect is considered to be, in particular, situations where the Organizer fails to provide a replacement performer of an appropriate category or if a substantial part of the Event cannot be carried out. If the Consumer validly withdraws from the Contract, the Organizer shall refund the purchase price of the Ticket to the Consumer within 14 days from the date of receipt of the written notice of withdrawal. The Consumer is obliged to send the withdrawal from the Contract by e-mail to [salonprive.sk@gmail.com](mailto:salonprive.sk@gmail.com).
12. The Consumer has the right to compensation for the costs reasonably incurred in connection with the complaint of a defect in the Service and the exercise of rights from liability for defects for which the Organizer is liable. The consumer is obliged to exercise this right with the Organizer no later than two months after the defect has been removed, the discount has been provided or the entrance fee has been refunded after withdrawal from the Contract. After this period, the right expires.

## **ARTICLE VIII. PERSONAL DATA PROTECTION**

1. The Organizer processes the Buyer's personal data as a personal data controller, mainly for the purposes of: (a) processing and administration of the order; (b) delivery of Tickets and related services; (c) communication with the Buyer in connection with the Event; (d) fulfillment of the Organizer's legal obligations, in particular obligations arising from accounting and tax regulations.
2. Detailed information regarding the processing of personal data by the Organizer is provided in the Notice on the Processing of Personal Data, which is available on the Website.

## **ARTICLE IX. ALTERNATIVE DISPUTE RESOLUTION**

1. If the Consumer is not satisfied with the manner in which his complaint was handled or believes that the Organizer has violated his rights, he has the right to contact the Organizer with a request for redress.
2. If the Organizer responds negatively to the Consumer's request pursuant to the previous point or does not respond to such a request within 30 days from the date of its sending by the Consumer, the Consumer has the right to submit a proposal to initiate alternative dispute resolution pursuant to the provisions of Section 12 of the Act on Alternative Dispute Resolution of Consumer Disputes.
3. The competent body for alternative dispute resolution is the Slovak Trade Inspection (<https://www.soi.sk/sk/alternativne-riesenie-spotrebiteľskych-sporov.soi>).

## **ARTICLE IX. FINAL PROVISIONS**

1. Legal relations between the Organizer and the Buyer, who is not a Consumer, not regulated by these GTC, are governed by the law of the Slovak Republic, in particular Act No. 513/1991 Coll. Commercial Code, as amended.
2. Legal relations between the Organizer and the Consumer not regulated by these GTC are governed by the law of the Slovak Republic, in particular Act No. 40/1964 Coll. Civil Code, as amended, as well as special regulations on consumer protection, including Act No. 108/2024 Coll. on Consumer Protection and on Amendments to Certain Acts.
3. All disputes arising from or related to the Contract (including claims from non-contractual liability) will be resolved before the competent court of the Slovak Republic in accordance with Act No. 160/2015 Coll. Civil Dispute Procedure.
4. If any provision of these GTC is declared invalid, illegal or unenforceable to any extent by the competent court or supervisory authority, this provision shall be separated from the rest of the GTC to that extent. The remaining provisions remain valid and effective to the maximum extent permitted by law.
5. The Organizer reserves the right to amend and supplement these GTC, in particular due to changes in the provision of services related to the Event, operational needs or legislative changes. Changes to the GTC together with their effective date will be published on the Website. The change to the GTC does not affect the rights of the Ticket Holder that arose before the change to the GTC came into effect.
6. These GTC are an integral part of the Contract.

7. These GTC enter into force and effect on 11.04.2026.