



## GENERAL TERMS AND CONDITIONS

### TICKETS

- All admission tickets are sold on a first come, first served basis until the total capacity of seats is sold out.
- Remaining tickets will be available at the venue one hour before each event.
- Purchased tickets are non-returnable and non-exchangeable, lost or damaged tickets are not refundable.
- A ticket owner shall be eligible for compensation of admission fees due to cancellation of event. You have 30 days from the date of the cancelled event to submit your requests for ticket refunds at the place of purchase. Postage and handling fees are not eligible for a refund.
- A ticket owner shall be eligible for compensation of admission fees due to cancellation of event or the ticket owner, who are holders of admission tickets that are not valid for the concert/covered option (Castle Riding Hall).
- If the concert must be canceled after its launch due to bad weather or reasons of force majeure, the ticket owner has no right to a refund of the tickets price.
- The Organiser reserves the right to delay the start of a performance by up to 120 minutes in the event of bad weather.
- Tickets are only valid for the day, hour and place stated on the ticket and only with counterfoil.
- One admission ticket entitles entrance by one person. Leaving the concert venue may invalidate your ticket.
- It is the responsibility of the ticket purchaser to check the information carefully on the ticket as soon as it is purchased.
- Falsifying admission tickets is an offence punishable by Czech Law.

### DISCOUNTS

- Disability card holders (1person) and the physically disabled (1 person + assistance) - 30% discount with the appropriate identity card.
- ISIC and ITIC holders - 30 % discount with valid card
- 50 % discount with presentation of local Journals and *Zpravodaj Český Krumlov* (valid for 1 admission ticket for selected concerts)
- Separate discounts for tickets can not be combined.

### INSTRUCTIONS FOR FESTIVAL EVENTS

- All those attending performances or concerts shall follow instructions given by the organisers
- Cassette recorders, digital, film or video cameras, are not allowed on Festival grounds. It is strictly forbidden to tape, record, film or photograph the Festival for private use.
- No pets allowed.
- Those visibly under the influence of alcohol or drugs, or without proper attire will not be permitted to attend the event.
- During concert performances, do not use mobile phones or smoke.
- Unless stated otherwise in the admission ticket, all visitors shall take their places in the auditorium at least 10 minutes before the start of single events. After a concert or performance commences, no one will be allowed to enter the auditorium until intermission.
- Infants of those attending concerts or performances will be asked to leave the auditorium if they cause a continual disturbance.
- Changes in weather can influence open-air performances and concerts. Please check the local weather forecasts and bring suitable clothing.
- Stiletos are forbidden on Český Krumlov Castle grounds.
- Please honour your seat assignments, and do not move chairs around the Festival venue.
- By purchasing the ticket, the purchaser agrees to the above-listed Terms and Conditions.

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- Those attending Festival Events give their consent to any photo, film, or sound recording that bears their likeness while attending a Festival- or Festival-related event. This recording may be used for future business purposes.
- The Festival Organizer reserves the right to change the cast or venue of a single performance or concert.
- The program and performers may be subject to change without notice.

*Dear visitors,*

*We hope that the above terms and conditions meet with your kind understanding. Many thanks for your personal contribution to the success of Český Krumlov International Music Festival 2007!*