

## Terms & Conditions

### 1. Introductory Provisions

These Terms and Conditions govern the purchase of electronic tickets made through the E-shop on the following website: <https://eshop.kralovstvi-zeleznic.cz> operated by the Institute of Ústav modelů ve vzdělávání, zapsaný ústav, with its registered office at Roháčova 145/14 130 00 Prague 3, Company ID No.: 03380092 (hereinafter referred to as the "ÚMV").

These Terms and Conditions further define and specify: the rights and obligations of the Provider (as defined below) and the User (as defined below).

All contractual relationships are concluded in accordance with the laws of the Czech Republic. If the Contracting Party is a consumer, the relationships not regulated by the Terms and Conditions are governed by Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the "Civil Code"), and Act No. 634/1992 Coll., on Consumer Protection, as amended. If the Contracting Party is not a consumer, relations that are not regulated by the Terms and Conditions and that apply to entrepreneurs are governed by the Civil Code. By accepting these Terms and Conditions, a person agrees to the use of remote means of communication.

### 2. Definition of Basic Terms

E-shop – an e-shop operated by the Provider on the website <https://eshop.kralovstvi-zeleznic.cz> /. This shop is intended only for the sale of mobile tickets for visiting the Kingdom of Railways exhibition. It is technically adapted for the use on mobile devices.

eTicket - a mobile ticket entitling the User to enter the Kingdom of Railways exhibition. By presenting an eTicket at the entrance to the Exhibition, the person exercising the right to use the eTicket expresses his/her consent to the operating/visiting regulations relating to the Facility.

Terms and Conditions - these Terms and Conditions, always in their updated wording, published on the day of placing an Order through the E-shop.

Order – an order made by the User through the Provider's website. Facility – Kingdom of Railways, Stroupežnického 23, 150 00 Prague 5.

Provider – Ústav modelů ve vzdělávání, zapsaný ústav, with its registered office at Roháčova 145/14, 130 00 Prague 3, ID No.: 03380092.

Service - The Service is the enabling the User to visit the Exposition of the Kingdom of Railways by the Provider.

For the purposes of these Terms and Conditions, the Contract for the Provision of Services (hereinafter referred to as the "Contract") means the Contract for the Provision of Services consisting in enabling the User to enter the Facility upon presentation of a valid eTicket.

User – an E-shop customer who has purchased an eTicket.

### 3. Contract for the Provision of Services

3.1. Contract for the Provision of Services with the Order made by the User on the Provider's E-shop: E-tickets are advertised by the Provider on the E-shop website. After concluding the Contract, the Provider shall send the User an e-ticket and a simplified tax document to the e-mail address specified by the User in the Order. The Contract concluded in this way may be amended or cancelled only by mutual agreement of both parties or for legal reasons.

3.2. To create an Order, the User only enters an e-mail. It is their responsibility to check the correctness of this email. The User sends the Order to the Provider by clicking on the "Pay" button. Payment is made through the GoPay payment gateway and is governed by the terms and conditions of use of this payment gateway.

3.3. The User agrees to the use of remote means of communication when concluding the Agreement. The costs incurred by the User when using the means of remote means of communication in connection with the conclusion of the Agreement (in particular the costs of the internet connection, the cost of telephone calls) shall be borne by the User.

3.4. Sending an eTicket. The Provider undertakes to deliver the e-ticket to the User's e-mail address specified in the Order without undue delay after successful receipt of the payment for the E-ticket. The User is not entitled to the delivery of the E-ticket before the price for the E-ticket has been paid in full (i.e. after the conclusion of the Contract).

3.5. Conclusion of the Contract. The Contract is concluded upon sending the Order and upon the full payment of the price for the E-ticket by the User.

3.6. Upon delivery of the eTicket to the User by the Provider, all obligations of the Provider arising from the Contract are fulfilled.

3.7. Binding by the Terms and Conditions. The User is bound by the Terms and Conditions from the moment of sending the Order form with the completed data. When concluding the Agreement, the User is always acquainted (again) with the current wording of the Terms and Conditions, with which they agree and declare that they were acquainted with them before sending their Order. By confirming and sending the Order, the User declare that they have read the wording of the Terms and Conditions.

### 4. eTicket

4.1. An e-ticket is valid for one entry to the Facility. The period of validity is marked on the eTicket. An eTicket is a security item protected by a bar code. Forgery, copying and altering eTickets is punishable by law.

4.2. The validity of the e-ticket is determined by the Provider on the e-ticket. The validity is visibly marked on the eTicket.

4.3. The eTicket shall be checked at the exhibition stand by an employee of the Provider. The ticket is checked using a scanner directly from the User's mobile device.

4.4. Payment for an e-ticket is not refunded, even if the User does not use the e-ticket by the end of its validity, or if the User decides not to use the e-ticket at any time during its validity. In such a case, all claims of the User end upon the expiry of the validity period of the eTicket.

4.5. The Provider is not responsible for the unplanned closure of the Facility to the public.

### 5. Rights Arising from Defective Performance

5.1. The rights and obligations of the Contracting Parties arising from defective performance are governed by the relevant generally binding regulations, in particular the Civil Code.

5.2. If the User does not receive an e-ticket by e-mail, they have the right to check the transaction. The Provider's representative will check the payment. If the payment is made, the User will be allowed to enter the Facility.

5.3. The Provider shall not be liable for the fact that the eTicket is not delivered to the User for reasons attributable to the User.

#### 6. Price for an eTicket

6.1. The Provider's website always lists the current price of the eTicket. Payment of the price for an eTicket is only possible by a payment card that allows you to make purchases by credit card over the Internet.

6.2. The Provider shall not be liable for any costs incurred by the User associated with the purchase of an eTicket arising from the contractual relationship between the User and the bank that issued the payment card to the User.

#### 7. Payment Terms

7.1. The Provider reserves the right to change the prices of E-tickets. The price valid at the moment of making the Order (i.e. the current price stated at the time of sending the Order by the User on the Provider's website) is valid until the conclusion of the Contract.

7.2. Method of payment of the price for an mTicket: cashless payment via the GP webpay payment system.

#### 8. Delivery Conditions

After making the payment (i.e. after concluding the Contract), the tickets are automatically sent to the e-mail address provided by the User when placing the Order. A simplified tax document is also included.

#### 9. Withdrawal from the Agreement by the User

The User has no right to withdraw from the Contract concluded between the User and the Provider, as it is a contract the subject of which is the use of leisure time and the performance is provided by the Provider on a specified date or time, as follows from the provisions of Section 1837(c) of the Civil Code. j) of the Civil Code.

#### 10. Final Provisions

10.1. All contractual relations between the Provider on the one hand and the User on the other hand shall be governed by the laws of the Czech Republic and these Terms and Conditions, or other regulations of the Provider to which the relevant person has consented. If any provision of these Terms and Conditions becomes invalid or unenforceable, this shall not affect the validity and enforceability of the other provisions of these Terms and Conditions.

10.2. The Provider is entitled to change these Terms and Conditions at any time.

10.3. These Terms and Conditions allow the User to archive and reproduce them. At the moment of concluding the Agreement, the User accepts all provisions of the Terms and Conditions in the version valid on the day of sending the Order.

10.4. Information on the processing of personal data by the Provider is published on the website of the Kingdom of Railways.