

Terms and Conditions of ticket sales for Fulldome Festival Brno

1. Organiser contact details

Brno Observatory and Planetarium contributory organisation

Kraví hora 522/2, 616 00 Brno

Czech Republic

VAT: CZ00101443

2. Legal representative of the organiser

Mgr. Jiří Dušek, Ph.D.

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+420 775 354 555

3. Main coordinator of Fulldome Festival Brno

Mgr. Ondrej Kamenský

director@fulldomefestivalbrno.com

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4. Ticket purchase

Tickets to the festival can be bought three ways:

- Online, via the festival website (www.fulldomefestivalbrno.com) by filling out the participant registration form and successfully paying with a debit/credit card in the online payment gateway. The applicant can request an invoice in the registration form.
- By wire transfer, after sending an email request to the main coordinator for a group registration. Details of each participant will be requested and an invoice is issued afterwards with given contact details.
- In person on the spot at any time before the festival after the sale launch. Payment is done at the reception desk of the venue and can be done in both cash or credit, but the amount has to be paid in CZK currency with rate of 1 € = 24 CZK.

After a successful payment, the applicant receives an email with confirmation that serves as a proof of ticket purchase.

5. The ticket price is stated in the registration form on the festival website.

The organiser reserves the right to decide the ticket price as well as the amount of tickets available for purchase.

6. Proof of ticket acquisition, registration after arrival at the event

After having arrived to the event, ticket holders must proof their identity to confirm the authenticity of their tickets. The staff of the organiser may request an ID with a photograph in case of doubt. Only holder of a valid ticket can be admitted to the event.

7. Ticket returning and reimbursement

In case a ticket holder decides not to or is unable to attend, he or she can return the ticket for full price, should such a situation arise before the festival begins. There are no returns possible after the event starts. Each return request needs to be delivered in written form.

- In case of an online payment, the money is reimbursed back to the card used during the online ticket payment within 10 days after the request delivery.
- In case of a wire transfer, the money is wired back to the originating account within 10 days after the request delivery.
- In case of personal purchase with cash or credit, after delivering a written request, the ticket holder will receive the money in cash in person at the reception desk or by a wire transfer within 10 days if requested in the written request.

8. The organiser of the event reserves the right to postpone, cancel or pause the sale of tickets.

The organiser reserves the right to postpone or cancel the event.

- In case of postponing, the organiser will inform all ticket holders with an option to either return the tickets or to confirm their attendance for the new date of the event.
- In case of cancellation, the organiser will inform all ticket holders and will proceed with reimbursement in accordance with point 7.

9. Revoking a ticket

- The organiser reserves the right to revoke a ticket at any time during the event if the holder of the ticket severely disturbs the festival programme or, by his or her behaviour misbehaves towards the other participants. There is no reimbursement after revoking a ticket.