

GENERAL CONDITIONS OF SALE

Article 1: Ticketing

Article 1.1: Merchant Identification

Manifesta 14 Prishtina
Palace of Youth and Sports
Str Luan Haradinaj nr 35
10 000 Prishtina
Kosovo

Article 1.2: Information and availability of tickets

1.2.1. The term "ticket" refers to all ticketing options, in all price rates and electronic or physical form, to access any of the Group Tours offered by Manifesta 14 Prishtina during the period of the 22nd of July and 30th of October of 2022.

1.2.2. The prices of tickets are indicated in euros (€), all sales taxes included.

1.2.3. The availability of preferred dates (day, time) provided on the booking form depends on receiving written confirmation from Manifesta 14 Prishtina in the form of a confirmation letter.

1.2.4. Different price rates may be offered depending on the nationality of the Ticket Holder. Manifesta 14 Prishtina reserves the right to modify its prices at any time but the tickets will be processed on the basis of the prices in force at the time of the registration of the bookings.

Article 1.3: Purchase of tickets

1.3.1. A ticket order may only be processed by completing the booking form available on the Mediated Tours page in the Manifesta 14 Prishtina website and by providing at least an email address, the Guided Tour preferred option, the preferred date (day, time), the country of residence of the attendees, number of attendees and the preferred language of the Guided Tour.

1.3.2. Manifesta 14 Prishtina reserves the right to accept a preferred date (day, time) by means of a confirmation letter or suggest an alternative date (day, time) without cause or motive.

1.3.3. After validation of their preferred date by means of a confirmation letter, a payment link will be provided to the Ticket Holder (as per article 1.7.2.). The Ticket Holder will be redirected to a third-party service provider (KosovoPass.com). The following payment options will be accepted:
- Credit cards or co-branded debit cards, including: American Express, Visa, Mastercard and Maestro.
- PayPal in one of their accepted currencies.

1.3.4. Manifesta 14 Prishtina reserves the right to cancel a ticket order if full payment has not been processed at least seven (7) days before the Guided Tour's confirmed date.

Article 1.4: Cancellation and Reimbursement by the Ticket Holder

1.4.1 The cancellation by the Ticket Holder, as well as any alteration to the essential reservation details (date or Group Tour option) must be communicated via email at least seven (7) days before

the date stated in the booking confirmation email. Otherwise, Manifesta 14 Prishtina reserves the right not to reimburse the cost of the paid ticket.

1.4.2. If the refund request is accepted, the Ticket Holder will be reimbursed within thirty (30) days from the date of receiving written approval from Manifesta 14 Prishtina.

1.4.3. A ticket may not be transferred, exchanged, or resold at a price higher than of the said ticket.

Article 1.5: Cancellation and Reimbursement by Manifesta 14 Prishtina

1.5.1. Only Guided Tours cancelled by Manifesta 14 Prishtina without possible postponement or suggestion of alternative date may be subject to a refund request.

1.5.2. Manifesta 14 Prishtina undertakes to inform the public of exceptional, temporary, or permanent closures, postponements and/or cancellations by all the following means of communication: information at the front desk and information points, social networks and institutional website, as well as other partner information channels. Manifesta 14 Prishtina also undertakes to contact, as soon as possible, the Ticket Holders likely to be affected by a reimbursement request process that meets the criteria set out in article 1.5.1.

Article 1.6: Request for Reimbursement

1.6.1. Requests for reimbursement must be made in writing before October 31, 2022 by email to the address: engage@manifesta.org.

1.6.2. Manifesta 14 Prishtina undertakes to respond in writing within two (2) working days following the date of receipt of the refund request. In the event of acceptance, the refund is made automatically through KosovoPass.com to the Ticket Holder by means of the same payment method used in purchasing the ticket.

1.6.3. The right to reimbursement belongs exclusively to the Ticket Holder and is not transferable.

1.6.4. In all cases, only the price of the ticket will be refunded and no costs of any other kind (including travel or accommodation) will be refunded or compensated.

Article 1.7: Issuance of tickets

1.7.1. Tickets are issued by means of a confirmation letter upon completion of the online booking form. Tickets are offered in two (2) different rates, depending on the nationality of the Ticket Holder: Full price or Free.

1.7.2. Full price ticket : The full ticket price will be offered to Ticket Holders not resident in the countries of Kosovo, Albania, Bosnia and Herzegovina, Montenegro, North Macedonia and Serbia. Following the confirmation letter and receipt of payment, the Ticket Holder then has the option:

- to print the confirmation letter and present it in paper form;
- to download their ticket on a tablet or on a smartphone (the reception agents at the meeting point may not be authorized to handle your devices, it is up to the Ticket Holder to present the ticket without further manipulation of the agent).

1.7.3. Free price ticket : The free ticket price will be offered to Ticket Holders resident in the countries of Kosovo, Albania, Bosnia and Herzegovina, Montenegro, North Macedonia and Serbia. Following the confirmation letter and receipt of payment, the Ticket Holder then has the option:

- to print their confirmation letter and present it in paper form;
- to download their ticket on a tablet or on a smartphone (the reception agents at the entrance to the places of visit not being authorized to handle your devices, it is up to the Ticket Buyer to present the ticket without further manipulation of the agent).

1.7.4. The tickets issued are provided with a unique confirmation letter, valid for the confirmed Guided Tour option. The validity of tickets is checked and recorded at the start of the Guided Tour by the Manifesta 14 Prishtina staff. It is impossible to be admitted to the entrance of any Guided Tour several times with the same ticket in the same day. Reproduction of tickets is prohibited.

1.7.5. Manifesta 14 Prishtina may refuse entry to the event when several prints, reproductions, copies or imitations of a printed ticket are in circulation and access to the Guided Tour has already been previously granted to the holder of a printed or electronic ticket.

1.7.6. Manifesta 14 Prishtina is not obliged to verify the identity of the person presenting the ticket to verify if it is the correct Ticket Holder, nor to verify the authenticity of the ticket insofar as the imitation or copy cannot be identified beyond doubt as such when checking access to the Guided Tour.

1.7.7. Manifesta 14 Prishtina declines all responsibility for anomalies that may occur during the ordering, processing or printing of the ticket insofar as it has not caused them intentionally or as a result of negligence in the event of loss, theft or unlawful use of the ticket.

Article 1.8: Loss, theft or damage to a ticket

1.8.1. In the event of loss, theft or damage to the e-ticket, the Ticket Holder can either reprint the e-ticket or request a new one by sending an email to engage@manifesta.org.

1.8.2. Only one duplicate may be issued per Ticket Holder.