

General Business Terms and Conditions

The General Business Terms and Conditions govern the legal relations between the Bratislava Tourist Board (hereinafter referred to as "BTB") and holders of the Bratislava City Card (hereinafter referred to as "Card Holder").

1.1 Bratislava City Card

The Bratislava City Card (hereinafter referred to as „BCC“) is a personified card bearing a bar code and a unique number, distributed exclusively through contractual distribution points of BTB. The card enables the Card Holder to use discounts of 5 up to 100 % and other benefits provided by contractual partners – providers of discounts listed in the BCC brochure. Each contractual partner of BTB shall provide the Card Holder the offered discounted performance under the conditions defined in the BCC brochure, to the full extent in terms of quality and quantity. Each use of BCC via a contractual partner shall be registered in the Bratislava City Card Information System (hereinafter referred to as "BCC IS") for the purpose of administration and registration of the Bratislava City Cards, the registration being made through an electronic reading device, manually by an entry directly into the electronic database or into a pre-printed off-line form. BCC may only be used for the purposes of its intention. It is valid within the whole territory of the city of Bratislava as well as in some selected facilities of contractual partners beyond the boundaries of the city and in the close border regions.

1.2 Card Holder

Card Holder means a person that has bought the BCC in the Tourist Information Centre of the Bratislava Tourist Board (hereinafter referred to as "TIC of BTB") or in any of the contractual distribution points of BTB (accommodation facilities, travel agencies and other operators providing services and goods related to tourism).

1.3 Issue of Bratislava City Card

The contractual relation between BTB and the Card Holder shall come into existence upon issuing BCC by TIC of BTB or by a contractual distribution point of BTB. Upon issuing the BCC, the Card Holder shall fill in the "BCC Registration Form" in which the Card Holder shall provide his/her personal data encompassing his/her full name, year of birth and citizenship, as well as the date and time, and his/her signature. Subsequently, based on the fully completed BCC Registration Form, a personified Bratislava City Card shall be issued to the holder, and the card shall be activated in the BCC Information System.

1.4 Price of Bratislava City Card

Price of BCC in the season from 11th April 2016 to 31st March 2017: one-day card – EUR 12; two-day card – EUR 14; three-day card - EUR 16.

1.5. Validity of Bratislava City Card

The validity of BCC is limited by the marked date and time of its issue shown in the relevant box on the back side of the card and the midnight on the date of the card's validity (one, two or three days); in the case of public transport, the card is valid for 24, 48 or 72 hours from the date and time of its issue.

1.6. Rights and Responsibilities of Card Holder

1.6.1 The Card Holder is entitled to use any of the discounts provided by the BTB contractual partners listed in the BCC brochure and to the extent specified therein. The Card Holder shall accept the operation time and operation rules of given contractual partner. The Card Holder shall keep the BCC with care and protect it from mechanical damage and loss. BCC and the data given in the card may not be transferred to third parties.

1.6.2 Upon using services of BTB contractual partners, the Card Holder automatically becomes their client. When desiring to use a discount, the Card Holder shall present his/her valid BCC and valid ID card. All the claims of the Card Holder related to providing services of given contractual partner, mainly a claim for damages caused by the contractual partner, shall be made by the Card Holder towards given contractual partner. BTB shall not be held liable for any damage caused to the Card Holder due to using the services of the contractual partner. BTB is not obliged to perform any inspection of its contractual partners related to safety and quality of the offered services and goods. The legal relation between the BTB contractual partner and the Card Holder is governed by business terms and conditions of given partner.

1.6.3 In the case of a failure to provide discount by any contractual provider of services or goods, the Card Holder shall immediately inform any branch of TIC of BTB about this fact, giving the name of given provider, the date and time and circumstances of the failure to provide discount, and shall present a document showing the payment for given service.

1.7. Non-transferability of Bratislava City Card

Bratislava City Card is not transferable. The Card Holder's name shall be given in the white box of the back side of the card upon selling the card, and the card shall immediately be registered in the BCC IS database.

1.8. Loss / Theft / Early Departure

A loss or theft of the card shall immediately be reported at the distribution point where the card was issued to the Card Holder. The Card Holder shall subsequently be issued a duplicate and at the same time, the original card shall be blocked. For the issue of the duplicate, an administration fee of EUR 1 shall be charged. In the case of early departure of the Card Holder, no compensation shall be given for services not used by the Card Holder.

1.9. Misuse of Bratislava City Card

When identifying serious misuses of BCC by its holder or by third parties to which the card was transferred, BTB is entitled to block the card without any compensation. Where BCC is misused or there are suspicions of its misusing, the BTT contractual partner may ask the holder of the card to prove his/her identity, and withhold the BCC without any compensation.

1.10. Bratislava City Card Brochure

The Bratislava City Card Brochure (hereinafter referred to as "BCC Brochure") is a printed material provided together with BCC to each Card Holder. The brochure is published by BTB at the beginning of each new card season. Together with a map indicating discount providers and a map of the public transport, the BCC Brochure gives all the operators and services of contractual partners providing discounts (presentation of given operator/service, contact data, working hours, amount of the provided discount and/or frequency of its use).

1.11. Change in Extent of Services and Prices of Partners

1.11.1 In connection with the technical condition of given operation or any other unpredictable circumstances on the contractual partner's side, the offer of services given in the BCC Brochure may temporarily be limited, and/or the services may be completely stopped. In the case of a such temporary or total cancelation of the services due to the above reasons, the Card Holder shall not be entitled to any compensation or price reduction. BTB shall publish any temporary or total cancelation of services on its website www.visitbratislava.com as soon as possible

1.11.2 Prices of services provided by contractual partners subject to change. BTB shall not be held liable for price policies of Bratislava City Card contractual partners. The amount of discounts provided by contractual partners is fixed throughout each annual card season, i.e. from March of the current year to April of the next year.

1.12 Data and Personal Data Protection

Being the operator of the Bratislava City Card Information System (BCC IS), BTB shall register and process all the personal data of the Card Holder, i.e. the concerned person, obtained based on the written consent of the concerned person included in the BCC Registration Form in line with Act No 122/2013 Coll. on personal data protection, amending certain acts. Upon issuing the card, the concerned person shall sign the BCC Registration Form that contains a list of personal data provided by the concerned person: his/her full name, date of birth and citizenship (hereinafter referred to as "Personal Data"), the purpose of processing the Personal Data as well as the duration of the validity of the consent. The Personal Data shall be processed for the purpose of issuing the BCC, providing services of contractual partners, and making statistics. In addition, the Personal Data shall be assessed also for the purpose of improving the Bratislava City Card offer. BTB undertakes to protect the provided Personal Data from thefts and any potential misuse by unauthorized persons, observing the required safety measures as described in the Safety Regulation. Moreover, BTB shall not further provide the obtained Personal Data for processing, or make them available otherwise to third parties. The obtained Personal Data may only be made available to third parties based on a written approval by the concerned person.

1.13 Final Provision

1.13.1 The General Business Terms and Conditions are adopted by the *Bratislavská organizácia cestovného ruchu* (Bratislava Tourist Board), having its seat at Primaciálne námestie 1, 814 99 Bratislava, Slovakia, Organization ID No (IČO): 42259088, entered in the Register of Regional Organizations of Tourism of the Ministry of Transport, Construction and Regional Development of the Slovak Republic under No 28351/2011/SCR and 16789/2012/SCR.

1.13.2 *Bratislavská organizácia cestovného ruchu* (Bratislava Tourist Board) is entitled to amend these General Business Terms and Conditions at any time. Any amendment to the General Business Terms and Conditions shall become effective and valid, and thus binding for the Card Holder as well as BTB, as of the first working day following the day when the Card Holder was informed about the amendment to the General Business Terms and Conditions via publishing on the webpage www.visitbratislava.com, unless a later date is given.

1.13.3 These General Business Terms and Conditions come into force on 11th April 2016.