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### **General Terms and Conditions**

1. Jazz Fest is the organizer of international music festival Jazz Fest Sarajevo and holds exclusive competence over ticket sale for festival programs.
2. Online ticket sale is being done exclusively through the official web site [www.jazzfest.ba](http://www.jazzfest.ba). Payment is made with payment cards (MasterCard, Maestro, Visa and Visa Electron) without any extra commission or costs for the Customer.
3. Online purchase security is guaranteed by Pikpay d.o.o., who does not save or store any information about your credit cards. Pikpay Service security is being provided by high level protection like the SSL and PCI DSS certificate in cooperation with the bank, as well as 3D Secure, verified by Visa. All Pikpay access points have Extended SSL validation (256 bit data encryption).
4. In order to make a purchase, the Customer is asked to provide the following information: name, surname, phone number, ticket delivery address and email address. Jazz Fest has no access to cardholder data. Jazz Fest commits to protection of privacy of its users and will not sell or in any other way distribute data like email addresses, names or surnames.
5. In case the Customer provides incorrect or false data when making a purchase, the Customer is responsible for potential legal consequences in accordance to law. Jazz Fest is not responsible for damage or harm of third persons committed by not allowed customer behaviour.
6. The purchase is obligatory and can not be changed or cancelled. Ticket prices include VAT. Money refund or exchange of tickets is exclusively possible in case of concert cancellation. In case of double bill, refund is possible only if both concerts are cancelled. In all other cases the refund of money is not possible. VAT not included in donation.
7. Seats at the venue are not numbered. We recommend you arrive at the latest 10 minutes before concert start, which will enable you to choose the best possible seats. After the concert starts, due to technical reasons, Jazz Fest won't be able to guarantee a seat to spectators who arrive late for the concert.
8. Purchased tickets will be delivered to Customers address or he/she will pick them up at the festival Box Office (address and working hours under link "tickets"). The Customer will have to choose between one of these options while making the purchase.
9. Customers can pick up their tickets in agreement with the festival, in person at the Jazz Fest office or at the Box Office. If the customers do not pick up their tickets, Jazz Fest will consider that the Customers have used their purchased tickets, therefore the Customer can not ask for money refund.
10. General Terms and Conditions are published on Jazz Fest's web site. The Customer agrees to the General Terms and Conditions and gives permission for their use with a click.
11. General Terms and Conditions, as well as their changes and annexes, enter into force at the moment of their publication on the Internet, at [www.jazzfest.ba](http://www.jazzfest.ba). Jazz Fest reserves the right to change the General Terms and Conditions.
12. In case of a dispute regarding the implementation of this Agreement, the parties undertake to attempt to resolve the dispute by agreement, otherwise a court in Sarajevo is responsible.