



## GENERAL BUSINESS TERMS AND CONDITIONS

The following business terms and conditions (hereinafter referred to as "Terms") are governed by the provisions of Act no. 89/2012 Coll., The Civil Code, and Act no. 634/1992 Coll., Consumer Protection Act, as amended.

These Terms are published by the Citizen's Association for the Support of Animated Film (Občanské sdružení pro podporu animovaného filmu), ID 22813861, registered seat Hradešínská 1542/6, 101 00, Praha 10 (hereinafter referred to as "the Company") which is the organiser of the Anifilm International Festival of Animated Films (hereinafter referred to as "the Festival").

The provisions of these Terms are an integral part of the contract for the purchase of Festival Passes and tickets to individual Festival programmes (hereinafter referred to as "Festival Pass").

The subject of these Terms is the regulation of the of contractual relations between the person who enters into such relation with the Company (hereinafter referred to as "the Visitor") and the Company by purchasing the Festival Pass. These Terms provide the Visitor with information about the methods of payment, conditions of withdrawal from the contract and contract changes.

Ordering Festival Passes online, as well as buying tickets in the Festival Centre includes the acceptance of these Terms which can be found at [www.anifilm.cz](http://www.anifilm.cz).

## TERMS OF SALE OF FESTIVAL PASSES

The seller is the Citizen's Association for the Support of Animated film, ID 22813861.

For any questions, please contact [akreditace@anifilm.cz](mailto:akreditace@anifilm.cz).

After logging in to the festival database, select a specific type of Festival Pass from the menu. Following steps will take you to the online payment, after which you will receive a confirmation by email.

After showing the confirmation email in the festival centre in Liberec during the festival (5th- 10thMay 2026), you will receive a non-transferable festival pass.

The prices are quoted in Czech crowns including VAT. The Company is a VAT payer.

The costs incurred to the Visitor by using long-distance means of communication in connection to the conclusion of a contract for the purchase of a ticket over the internet (costs of an internet connection) shall be borne by the Visitor.

The Visitor may pay the price of the Festival Pass in the following ways:

- By card or in cash at the Festival Centre during the Festival
- By a cashless online payment

#### Terms of Festival Pass online sales

Festival Passes can be purchased on-line at the webpage of the festival database belonging to the Company: <https://vp.eventival.com/anifilm/2026/>.

In case of an on-line purchase, the Purchase agreement is concluded by clicking on the button "Pay" after the Visitor accepts these Terms and agrees (during the registration) to the processing of his personal data.

During the on-line purchase process, the Visitor chooses whether to pay for the ticket by card or via a bank transfer. Based on a contractual relationship with the Company, both payment methods are provided by company The Pay s.r.o., ID: 28135261.

After the purchase contract is concluded, the Visitor is not entitled to change or cancel the order in any way (i.e. to return the Festival Pass) except for the cases listed below.

When making an online card payment, the Visitor receives an electronic payment confirmation to his email address.

The Visitor is entitled to request the Company to issue a proper invoice at [akreditace@anifilm.cz](mailto:akreditace@anifilm.cz).

#### Withdrawal from the Purchase Contract by the Visitor

- Changes by the Visitor

A request to exchange a Festival Pass already paid must be submitted via email at: [akreditace@anifilm.cz](mailto:akreditace@anifilm.cz). The Visitor is legally not entitled to a ticket exchange. Any agreement considering a potential change of date is made on the basis of a written confirmation by the Company sent to the email address of the Visitor.

- Force Majeure

The Company reserves the right to cancel any cultural event at the Festival in the event of force majeure or unforeseeable events that will force it to do so.

Examples include: sickness, fire, accidents, inability to access, epidemics, decisions of authorities etc. In such cases, the Visitor may choose a refund of the

purchase price in cash or by a bank transfer or the Company will offer the Visitor a Festival Pass exchange for a Festival Pass to next edition of the Festival. Any price difference will be settled between the parties.

### Claims

The purchased Festival Pass is not refunded or exchanged unless otherwise stated above. After the exchange of an electronic payment confirmation for a Festival Pass, in the event of damage, loss or theft, the Festival Pass will not be replaced by a new one and the Visitor will not be compensated.

Claims must be submitted electronically to: [akreditace@anifilm.cz](mailto:akreditace@anifilm.cz). We recommend that the Visitor properly evidences the existence and content of the contractual agreement (e.g. by submitting a ticket, an order, order confirmation etc.).

The Company or an authorized person will decide the claim immediately or in complex cases within 3 business days. The claim, including a removal of a defect, must be settled without undue delay, no later than 30 days from the date of the claim, unless the Company and the Visitor agree to extend the period.

### Protection of personal data

The Company, in accordance with Act No. 101/2000 Coll., on the Protection of Personal Data, as amended (hereinafter referred to as Act No. 101/2000 Coll.), process the personal data of Visitors who provided these information during the process of purchasing the Festival Pass in the extent of name, surname, address, e-mail, phone number for the purposes of the performance of the contract the Visitor and the Company conclude, or for the purpose of negotiation of the conclusion or change of the contract made at the suggestion of the Visitor. Personal data are processed without the consent of the subject of the data according to the provision of Section 5, Article 2, b) of the Act No 101/2000 Coll.

The Company is the administrator and the entity responsible for the processing of personal data. Personal Data are processed automatically in an electronic form. The provision of personal data is voluntary.

The Company hereby informs the Visitors about their right to access the personal data, the right to rectify personal data as well as other rights stipulated in Section 21 of Act. No. 101/2000 Coll., in particular if the Visitor finds out or believes that the processor of the data carries out the processing in a form violating the protection of the Visitor's private and personal life or in violation of the law, in particular if the personal data are inaccurate with regards to the purpose of their processing. In such cases, the Visitor may request an explanation from the administrator or the processor and require the

administrator or the processor to remedy the resulting condition, in particular by blocking, correcting, supplementing or disposing of personal data.

### Other Rights and Obligations

In relation to the Visitor, the Company is not bound by any Code of Conduct within the meaning of the provisions of section 1826, article 1, e) of the Civil Code.

Out-of-court complaint handling is provided by the Company via the electronic address: [akreditace@anifilm.cz](mailto:akreditace@anifilm.cz). Information on the handling of the Visitor's claim will be sent by the Company to the electronic address of the Visitor.

The Company is entitled to sell the tickets and provide services on the basis of a trade license. The trade license is carried out within the scope of competence of the relevant Trade Licensing Office. Supervision of the personal data protection is carried out by the Office for Personal Data Protection. Among other things, the Czech Trade Inspection carries out the supervision of the observance of Act No. 634/1992 Coll., Consumer Protection Act, as amended.

### Disputes

These Terms are subject both to interpretation and to the application of Czech law. If an amicable settlement is not reached, the courts of the Czech Republic are competent to resolve the dispute.

### Extra-judicial resolution of disputes

1. The body competent for extra-judicial resolution of consumer disputes arising from the purchase agreement is the Czech Trade Inspection Authority, registered address Štěpánská 567/15, 120 00 Prague 2, company ID: 000 20 869, internet address: <https://adr.coi.cz/cs>. The online dispute resolution platform at <http://ec.europa.eu/consumers/odr> can be used to solve disputes between the seller and the buyer arising from the purchase agreement.

2. The European Consumer Centre of the Czech Republic, registered address Štěpánská 567/15, 120 00 Prague 2, internet address: <http://www.evropskyspotrebitel.cz> is the contact point according to Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Regulation on consumer ODR).

3. The seller is authorised to sell goods based on a trade licence. The inspection of businesses is performed by the relevant Trade Licensing Office within its area of

competence. The Czech Trade Inspection Authority, among other things, supervises within the defined scope the adherence to Act. No. 634/1992 Coll., on Consumer Protection.

Contact details of the organiser of the Festival:

Občanské sdružení pro podporu animovaného filmu z.s., Tax ID CZ22813861

Email: [akreditace@anifilm.cz](mailto:akreditace@anifilm.cz)

In Prague, 15<sup>th</sup> January 2026