



Terms and Conditions

1. Introductory provisions

1.1 These Terms and Conditions govern the purchase of an electronic ticket or an electronic gift voucher for an annual ticket made via the E-shop on the website <https://vstupenka.zoopraha.cz> operated by the Zoological Garden of the Capital City of Prague. 00064459 (hereinafter referred to as "Zoo Praha").

1.2 These Terms and Conditions further define and specify: the rights and obligations of the Provider (as defined below) and the User (as defined below).

1.3 All contractual relations are concluded in accordance with the legal code of the Czech Republic. If the contracting party is a consumer, the relationships not regulated by the Terms and Conditions shall be governed by Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the "Civil Code"), and Act No. 634/1992 Coll., on Consumer Protection, as amended. If the contracting party is not a consumer, the Civil Code shall govern the relations not governed by the Terms and Conditions and which apply to entrepreneurs. By accepting these Terms and Conditions, a person agrees to the use of means of distance communication.

2. Definition of basic terms

E-shop - Internet shop operated by the Provider on the website <https://vstupenka.zoopraha.cz/>. This shop is intended only for the sale of mobile tickets for a visit to Zoo Prague. It is technically adapted for use on mobile devices.

E-ticket - An electronic ticket entitling the User to enter Zoo Prague. By submitting

E-ticket at the entrance to the Facility, the person using the right from the E-ticket agrees to the operating/visiting regulations related to the Facility.

Gift voucher for an annual ticket - an electronic voucher with a unique identifier (QR code), against presentation of which at the main ticket office of Zoo Prague the User or a third party designated by him/her is issued an annual ticket to Zoo Prague on a physical medium corresponding to the type of the purchased electronic voucher.

Terms and Conditions - These Terms and Conditions, always in the current version, published on the date of placing an Order via the E-shop.

Order - Order made by the User through the Provider's website.

Object - Zoological Garden of the Capital City of Warsaw. Prague, U Trojského zámku 120/3, 171 00 Prague 7.

Provider - Zoologická zahrada hl. m. Praha, Prague. Prague, contributory organisation, not registered in the Commercial Register, with registered office at U Trojského zámku 120/3, 171 00 Prague 7, ID No.: 00064459.

Service - The service is the provision of a visit to the Prague Zoo premises by the Provider to the User. For the purposes of these Terms and Conditions, the Service Contract (hereinafter also referred to as the "Contract") means the Contract for the provision of services consisting in enabling the User to enter the



Facility upon presentation of a valid E-ticket or the issue of an annual ticket against presentation of a Gift Voucher for an annual ticket.

User - Customer of the E-shop who has purchased an E-ticket or an Annual Ticket Gift Voucher.

3. Service Contract

3.1 Service Contract for an Order placed by the User on the Provider's E-Shop:

E-tickets are advertised by the Provider on the E-Shop website. After the conclusion of the Contract, the Provider shall send the User an E-ticket or a Gift Voucher for an annual ticket and a simplified tax receipt to the e-mail address provided by the User in the Order. The Contract concluded in this way may be amended or cancelled only by mutual agreement of both parties or for legal reasons.

3.2 To create an Order, the User shall enter only first name, last name and e-mail. It is the User's responsibility to check the accuracy of these data and in particular this e-mail. The User sends the Order to the Provider by clicking on the "Order and pay" button. Payment is made by the payment gateway GP webpay and is subject to the terms of use of this payment gateway.

3.3 The User agrees to the use of remote means of communication when concluding the Agreement. Costs incurred by the User when using remote means of communication in connection with the conclusion of the Contract (in particular the cost of Internet connection, the cost of telephone calls) shall be borne by the User.

3.4 Sending of the E-ticket or Gift Certificate for an annual ticket. The Provider undertakes to deliver the E-ticket or Gift voucher for an annual ticket to the User at the address indicated by the User.

e-mail address specified in the Order without undue delay after successful receipt of payment of the price for the E-ticket or Annual Ticket Gift Voucher. The User shall not be entitled to delivery of the E-ticket or Annual Pass Gift Voucher until the price for the E-ticket or Annual Pass Gift Voucher has been paid in full (i.e. from the conclusion of the Agreement).

3.5 Conclusion of the Contract. The Contract is concluded upon the submission of the Order and the full payment of the price for the E-ticket or Annual Pass Gift Voucher by the User.

3.6 Upon delivery of the E-ticket or Gift Voucher for an annual ticket to the User by the Provider, all obligations of the Provider under the Contract are fulfilled.

3.7 Binding by the Terms and Conditions. The User is bound by the Terms and Conditions from the moment of submitting the order form with the filled in data. When concluding the Contract, the User is always familiarized (again) with the current version of the Terms and Conditions, to which he/she agrees and declares that he/she has been familiarized with them before submitting his/her Order. By confirming and submitting the Order, the User declares that he/she has read the Terms and Conditions.

4. E-ticket

4.1 The E-ticket is valid for one entry to the Facility. The validity period is indicated on the E-ticket. The E-ticket is a barcode-protected ticket. Forgery, copying and alteration

E-tickets is punishable by law.

4.2 To install the E-ticket, you need the Mobile Wallet app, which is standard on iOS and Android operating systems. If the required app is not installed, the user will be automatically prompted to install it.



4.3 The validity of the E-ticket is set by the Provider for 90 days from the date of purchase of the E-ticket. The validity is visibly marked on the E-ticket.

4.4 The inspection of the E-ticket is carried out at the Facility by an employee of the Provider. The E-ticket is checked using a scanner directly from the User's mobile device.

4.5 The payment for the E-ticket shall not be refunded, neither if the User does not use the E-ticket until the end of its validity period, nor if the User decides not to use the E-ticket at any time during its validity period. In such case, all claims of the User shall end upon expiry of the E-ticket validity period.

4.6 The Provider shall not be liable for unscheduled closure of the Facility to the public.

5. Gift voucher for an annual ticket

5.1 The gift voucher for an annual ticket can be exchanged during its validity at the main ticket office of Zoo Prague for an annual ticket of the corresponding type. The period of validity of the Annual Ticket Gift Voucher is 6 months from the date of purchase of this voucher.

5.2. The gift voucher for an annual ticket is a QR code-protected prize. Forgery, copying and alteration of Annual Pass Gift Vouchers is punishable by law. When exchanging a Gift Voucher for an Annual Pass, the voucher (QR code) must be presented at the ticket office in either paper or electronic form.

5.3 The Gift Voucher for annual parking can only be exchanged at the ticket office if the User, or a third party designated by the User, already holds a valid annual ticket. The annual parking pass cannot be exchanged and used separately.

5.4 The gift voucher must be used in one go, it cannot be split into multiple purchases, topped up or otherwise exchanged for another type of annual pass or single tickets. The voucher cannot be exchanged for money.

5.5 Other conditions for the use of the exchanged annual ticket are governed by the conditions for the use of annual tickets resulting from the Prague Zoo Visitor Regulations.

5.6 Payment for the Annual Pass Gift Voucher is not refundable, neither if the User does not use the Annual Pass Gift Voucher by the end of its validity period, nor if the User decides not to use the Annual Pass Gift Voucher at any time during its validity period. In such case, all of the User's entitlements shall terminate upon expiration of the Annual Pass Gift Certificate.

5.7 The Provider shall not be liable for any unscheduled closure of the Facility to the public.

6. Rights arising from defective performance

6.1 The rights and obligations of the contracting parties arising from defective performance shall be governed by the applicable generally binding regulations, in particular the Civil Code.

6.2 If the User does not receive an E-ticket by e-mail, he/she has the right to check the transaction. A representative of the Provider shall check the payment. If the payment is paid, the User will be allowed to enter the Facility.

6.3 The Provider shall not be liable if the E-ticket or the Annual Pass Gift Voucher is not delivered to the User for reasons attributable to the User.



7. Price for the E-ticket and the Annual Pass Gift Voucher

7.1 The current price of the E-ticket and Annual Pass Gift Vouchers is always indicated on the Provider's website. Payment of the price of the E-ticket or Annual Pass Gift Voucher is only possible by a payment card that allows for online purchases by payment card.

7.2 The Provider shall not be liable for any costs incurred by the User in connection with the purchase

E-ticket or Annual Pass Gift Voucher resulting from the contractual relationship between the User and the bank that issued the User's payment card.

8. Payment terms

8.1 The Provider reserves the right to change the prices of E-tickets and Annual Pass Gift Vouchers. The price valid at the moment of placing the Order (i.e. the current price indicated at the moment of sending the Order by the User on the Provider's website) is valid until the conclusion of the Contract.

8.2 Method of payment of the price for the E-ticket or Gift voucher for an annual ticket: cashless via the GP webpay payment system.

9. Delivery terms and conditions

Tickets are automatically sent to the e-mail address specified by the User at the time of Ordering after payment has been made (i.e. after the conclusion of the Contract). A simplified tax receipt is also included.

10. Withdrawal from the Contract by the User

The User does not have the right to withdraw from the Contract concluded between the User and the Provider, since it is a contract whose subject is the use of leisure time and the performance is provided by the Provider at a specified date or time, as follows from the provisions of Section 1837 (j) of the Civil Code.

11. Final provisions

11.1 All contractual relations between the Provider on the one hand and the User on the other hand shall be governed by the laws of the Czech Republic and these Terms and Conditions, or other regulations of the Provider to which the relevant person has consented. If any provision of these Terms and Conditions becomes invalid or unenforceable, this shall not affect the validity and enforceability of the other provisions of these Terms and Conditions.

11.2 The Provider may amend these Terms and Conditions at any time.

11.3 These Terms and Conditions allow the User to archive and reproduce them. By concluding the Contract, the User accepts all provisions of the Terms and Conditions as in force on the date of sending the Order.

11.4 Information on the processing of personal data by the Provider is published on the website

zoopraha.cz <https://www.zoopraha.cz/informace-o-zpracovani-osobnich-udaju>.

These Terms and Conditions come into force on 28 August 2024.