



VISITOR REGULATIONS

GENERAL TERMS AND CONDITIONS FOR TICKET HOLDERS AND VISITOR REGULATIONS – APPROVED ON 20.03.2019

ART. 1 – DEFINITIONS

Organiser: The Agenzia Demanio Provinciale.

Ticket: Valid document, regularly purchased from authorised parties or supplied, for any reason, by the Organiser, the presentation of which allows the holder to enter into ongoing exhibitions/events at the location in which it is being held (hereinafter “the location”), on the dates and during the times shown on it. The Ticket must be intact and presented to admission staff at the time of entry and retained for the entire period of stay at the location.

Ticket Purchaser: The person who purchases the Ticket from the Organiser.

Ticket Holder: The purchaser of the Ticket end/or who presents or is in possession of the Ticket.

Professional Operator: the person who carries out professional activities within the scope of the exhibition/event.

ART. 2 – PRICE OF TICKET/TICKET COLLECTION

- 2.1. The price of the Ticket corresponds to the amount indicated on the ticket.
- 2.2. Tickets can be sold to the Ticket Purchaser in a variety of ways depending on the distribution channel utilised by the Organiser. Tickets can be sold in paper format.

ART. 3 – VALIDITY OF TICKET AND PROHIBITIONS

- 3.1. Only Ticket Holders in possession of a valid ticket, purchased from or supplied by the Organiser for any reason (e.g. invitation coupon) through authorised channels are permitted to enter the exhibition/event.
- 3.2. The Organiser is under no obligation to replace lost, defaced, damaged, destroyed, stolen or illegible Tickets.
- 3.3. Resale of the ticket for profit is strictly prohibited unless a specific agreement has been stipulated between the Organiser and the third parties.
- 3.4. Furthermore, the Ticket may not be transferred or given to third parties for commercial, marketing or promotional purposes without the express prior consent of the Organiser. If the Ticket has been purchased from unauthorised third parties, or if the Ticket has been stolen, forged, illegible or copied, the Ticket Holder shall not be permitted access to the exhibition/ event.
- 3.5. Entrance to the Gardens of Trauttmansdorff Castle is permitted only with a Ticket, and is valid for the entire day.
- 3.6. After the Ticket Holder leaves the Gardens, the Ticket ceases to be valid.
- 3.7. No discounts are granted for advantage cards or guest cards.
- 3.8. Trauttmansdorff does not participate in the following schemes:
“18app” scheme; Museumcard (Museums in South Tyrol, Young & Museum (free entrance to museums with abo+), Museumobil (combined ticket for public transport and 80 museums, collections and locations in South Tyrol).
- 3.9. As a public institution, the Gardens of Trauttmansdorff Castle may only accept cash payments not exceeding € 999.99; Any transactions exceeding this amount must be paid by EC card/VISA or MasterCard credit cards.
- 3.10. Invoices shall only be issued upon prior request. Full billing details must be provided.

ART. 4 – TICKET REIMBURSEMENT

- 4.1. The Organiser reserves the right to cancel events. If this should occur, tickets shall be reimbursed exclusively by the Organiser in compliance with legal regulations.
- 4.2. The Ticket Holder notes that certain circumstances such as unfavourable weather conditions, public safety, force majeure or other organisational factors not ascribable to the Organiser, could result in variations in exhibition/ event dates and opening times. The Organiser shall not be held liable should any of these situations occur.
- 4.3. The Organiser shall in no way be held liable for any further cost, expense, charge or damage sustained by the Ticket Holder.

ART. 5 – REGULATIONS RELATING TO ENTRY INTO AND TIME SPENT AT THE GARDENS OF TRAUTTMANSDORFF CASTLE

- 5.1.** The Ticket Holder shall comply with these rules, which are displayed at the entrance and inside the Gardens and on the website, and comply with all directives communicated which the Organiser deems necessary for technical or organisational purposes.
- 5.2.** In order to enter and remain in the Gardens of Trauttmansdorff Castle, the Ticket Holder must comply with the following regulations:
 - a.** The Ticket Holder shall maintain a standard of conduct in compliance with law, order and public safety and not pose a threat to the security of the event in general or to the visiting public;
 - b.** The Ticket Holder shall not interrupt, disturb or attempt to interrupt the regular performance of any activities which form part of the exhibition/event;
 - c.** The Ticket Holder, for his/her own safety and the safety of any minor he/she may be accompanying, shall pay utmost attention and use utmost care and diligence during the exhibition and comply with the notifications and behavioural standards displayed inside the location or in its vicinity.
- 5.3.** Parties of school children are permitted to enter only and exclusively upon prior approval and only on the days indicated by the Organiser. School groups that have not been approved shall not be permitted access into the Gardens of Trauttmansdorff Castle.
- 5.4.** Flora and fauna:
 - a.** It is strictly forbidden to walk on cultivated areas and to damage plants, pick fruit and gather seeds;
 - b.** The Organiser shall not be held liable for injury and/or poisoning deriving from ingestion of and/or contact with the poisonous plants in the Gardens of Trauttmansdorff Castle;
 - c.** During your visit to the Gardens of Trauttmansdorff Castle, we request that you do not disturb the peace of the animals living in the area;
 - d.** It is strictly forbidden to feed the animals in the Gardens;
 - e.** It is strictly forbidden to move or damage the signposts in the Gardens;
 - f.** The use of pathways requires assessment on the part of the visitor, is weather-dependent, and is always at your own risk.
 - g.** Due to the steep gradient of some of the pathways, it is forbidden to access them with prams and/or wheelchairs; These areas are indicated on the information material and on signs inside the Gardens;
 - h.** It is strictly forbidden to stray from the pathways or to climb over walls or fences;
 - i.** It is strictly forbidden to throw any kind of object or substance into the waters in the Gardens.
 - j.** Smoking is not permitted inside the buildings. In the outside areas, there are a number of smoking areas with bins to dispose of cigarette ends;
- 5.5.** The following items may not be brought into the location:
 - a.** Guns, firearms and other items which may be offensive or harmful to the physical and/or mental safety of people (including, but not solely: guns, explosive devices, fireworks, smoke bombs, toy weapons, firearm reproductions or imitations that could be mistaken for real weapons, electroshock batons, chemical substances, gases and sprays capable of disabling or immobilising, acids and repellents for animals, knives, blades, utility knives, scissors, etc...);
 - b.** Trumpets and musical instruments of any kind, where not explicitly authorised;
 - c.** Drugs, poisons, harmful substances, inflammable material, paints or other material which could deface property.
 - d.** Within the grounds of the Gardens of Trauttmansdorff Castle, any behaviour which could pose a danger and/or compromise the safety of the Ticket Holder or third parties and/or any behaviour contrary to public order and/or breach of public morality and/or which could in any way cause disturbance, damage to buildings and the property held within them, including, for example: smoking in non-smoking areas or use of bicycles, scooters or similar and playing with balls or similar products, is strictly forbidden.
 - e.** For reasons of health and safety, pets may not enter the Gardens of Trauttmansdorff Castle, excepting animals which perform a public utility service (for example, guide dogs for the visually impaired)
 - f.** Any violation of the above regulations will be reported to the authorities by the Organiser. The Organiser further reserves the rights to request compensation for any damages sustained.

ART. 6 – VIDEOS, PHOTOGRAPHS AND RECORDINGS

- 6.1.** The Ticket Holder provides his/her consent to being photographed, filmed or recorded by the Organiser or by any third parties appointed by the Organiser within the location. The Organiser or commissioned third parties have the legal right to broadcast, publish, grant the use of and utilise photographs, images, videos and recordings taken within the location that may include the Ticket Holder without liability for compensation or payment of any kind. The Organiser or commissioned third parties, and whomsoever should acquire from them the right to use the above material shall incur no liability towards the Ticket Holder for use of same material for any legal purposes.
- 6.2.** When purchasing the admission ticket, the Ticket Holder should note that, for security reasons, all external and internal areas are under video surveillance. The images recorded are processed as stipulated by European Regulation no. 2016/679 on the protection of natural persons with regard to the processing of personal data (henceforth "GDPR"), and in compliance with art. 3.1 on the General Provisions on Video Surveillance issued by the Data Protection Authority on 8 April 2010, in accordance with detailed information accessible on the Organiser's website, to which reference should be made. Should any criminal act or situation occur which compromises public order and safety, these images shall be made available to the legal authorities or police upon their specific request.
- 6.3.** Images, videos and sound recordings made at the Gardens and taken by the Ticket Holder using a camera, video camera or audio device may only be used for domestic and private purposes. The Ticket Holder may not sell, grant rights of use, broadcast, publish or in any way utilise such materials for commercial gain.

ART. 7 – GENERAL REGULATIONS

- 7.1.** The present Terms and Conditions are duly brought to the attention of the Ticket Purchaser and other Ticket Holders by means of a display board at the entrance and within the location, and on the website, and represent the sole existing contract between the Parties. Upon purchase of the ticket (on the part of the Purchaser) and upon display of the ticket to reception staff at the time of entry (for other Ticket Holders), these Terms and Conditions are considered to be confirmed and accepted.
- 7.2.** These Terms and Conditions are subject exclusively to Italian law. All disputes arising from same shall fall exclusively under the jurisdiction of the Court of Bolzano.

ART. 8 – DAMAGES AND LIABILITY

- 8.1.** The Organiser assumes no liability for damages caused to the Ticket Holder due to events not attributable to the Organiser, nor for damages caused by the Ticket Holder to third parties and/or their belongings.
- 8.2.** The Organiser shall not be held liable for consequences resulting from the imprudent or negligent conduct of the Ticket Holder; the Ticket Holder is required to observe the utmost diligence and prudence during the visit to the exhibition/event at all times.
- 8.3.** Any accident involving the Ticket Holder must always be reported immediately to the security staff in order that immediate inspection of the state of the scene of the accident and items may be carried out, and relative documentation may be completed; Failure to report immediately on the part of the Ticket Holder releases the Organiser of all liability towards the Ticket Holder.
- 8.4.** Furthermore, the Organiser cannot be held responsible for unforeseeable and/or indirect damages sustained by the Ticket Holder including, but not limited to, loss of opportunity, loss of income, loss of clients, loss of data, financial and commercial damage.

ART. 9 – PROTECTION OF PERSONAL DATA

The Organiser will store the personal data provided by the Ticket Purchaser and the Ticket Holder, including those provided at the time of access to the Trauttmansdorff Castle Gardens. This data will be managed by the Organiser in full compliance with GDPR. The full privacy statement, including compliance with the statutory obligations stipulated by EU GDPR, is available for reference on the website of the Gardens of Trauttmansdorff Castle for which the visitor has or intends to purchase a ticket.