

## TERMS AND CONDITIONS

Buying our tickets, you accept these terms and conditions in full.

Please note that our auditorium and stage are completely uncovered and shows may be cancelled or abandoned because of the weather. Tickets are non-refundable in the event of cancellation because of the weather but may be exchanged in accordance with our policy set out in section 1 below.

### 1. REFUNDS, EXCHANGES AND RETURNS

- 1.1 Tickets may only be exchanged or refunded in the case of a cancelled show. However, refunds are not given for cancellation or abandonment of a show as a result of the weather.
- 1.2 Fort Lovrijenac is an open air theatre, and both the auditorium and stage are completely uncovered. Patrons therefore accept that weather, climate, temperature and light conditions, which are out of our control, are an integral part of the experience at Fort Lovrijenac and may impact on their visit.
- 1.3 While we will make every effort to complete each show, we reserve the right to stop and start the show as necessary.
- 1.4 Shows will only ever be cancelled or abandoned in the event of bad weather, where such weather is deemed by the management to pose a health and safety risk for the performers.
- 1.5 In some cases, we may choose to delay the start time of a show for reasons including because of weather forecasts we may have received. We will not delay the start time of a show for more than 1 hour.
- 1.6 If a show is cancelled on account of the weather, we will announce this at the time of cancellation at the venue. We do not communicate cancellations to patrons who did not come to the venue or who have already left the venue. However, you will still be able to benefit from our policy for exchanging tickets following a weather-related cancellation (see section 1.7).
- 1.7 Exchanging tickets for weather-related cancellation:
  - 1.7.1 If a show is cancelled or abandoned because of the weather, you will be entitled to exchange your ticket for seats available with the nearest value to your original ticket (rounded-up) at any other show at Midsummer Scene Festival in our main theatre repertoire, subject to availability. Tickets must be exchanged in the same Festival season.
  - 1.7.2 Subject to availability: Your ability to exchange into a particular show on a particular date and time will be subject to the availability of seats at that show on that date and time. This will be assessed at the point when we are processing your request for an exchange.
  - 1.7.3 Exchanging tickets:  
Tickets is possible to exchange only in our sales offices
- 1.8 Other cancellations and resales:
  - 1.8.1 For non-weather related cancellations, only the face value of your ticket is refundable. This excludes any booking fees, delivery charges or other expenses incurred. In any event, personal arrangements including travel, accommodation or hospitality relating to the event which have been arranged by you are at your own risk and not refundable by us.
  - 1.8.2 Void tickets are non-exchangeable and non-refundable
  - 1.8.3 We can accept tickets for resale but we will only attempt to resell them once a show is sold out and cannot guarantee that they will be resold. An administration charge of 30 kunas per ticket will be made for each ticket successfully resold.

### 2. AT THE VENUE

- 2.1 The management reserves the right to refuse ticket holders admission to the venue in reasonable circumstances, which include health and safety, environmental or security concerns, licensing reasons, or where a ticket is void. The management also reserves the right to request ticket holders to leave the venue at any point on reasonable grounds and may take any appropriate action to enforce this right without refund.
- 2.2 The use of cameras, recording equipment and mobile phones is not permitted in the auditorium.
- 2.3 You must comply with the instructions and directions given by theatre staff. See section 3. below for information relating to children.
- 2.4 We are not liable for any loss, theft or damage of your personal belongings, other than that caused as a result of our negligence.
- 2.5 Smoking is not permitted anywhere in the venue, including in the theatre grounds or auditorium. The use of e-cigarettes is permitted in the grounds, but not in the auditorium.
- 2.6 Latecomers and re-admittance: We cannot guarantee that latecomers will be admitted, but will endeavor to admit them at a suitable point. Likewise, should it become necessary for you to leave the auditorium once the show has started, we will endeavor to re-admit you at an appropriate point in the show.

### 3. CHILDREN

- 3.1 Children aged 4 to 12 shall require their own ticket which shall be at 30% discount price. Children aged 12 and over shall require their own ticket which shall be at full price.
- 3.2 At our discretion and in the interest of other patrons, parents with children may be asked to remove noisy children from the auditorium.

### 4. CONTACT US

- 4.1 If you have any questions or complaints, please e-mail [info@midsummer-scene.com](mailto:info@midsummer-scene.com)