



POSTOJNSKA JAMA d.d.

Jamska cesta 30

6230 POSTOJNA

(hereinafter referred to as the "contractor")

General Terms for Conducting Business Events

These General Terms for Conducting Business Events shall apply to the execution of the client's business event by the contractor. In addition to these general terms, the contract for the execution of a business event, if concluded between the parties, and/or the confirmed offer for the execution of a business event shall apply to the execution of the business event. If the provisions of the aforementioned contract and/or the confirmed offer differ from these General Terms, the provisions of the contract and/or the confirmed contract shall prevail.

Offer and Conclusion of the Contract

1.1. An offer for the execution of a business event, including the price and conditions, is submitted to the client based on their inquiry.

1.2. The contract for the execution of a business event is considered concluded upon the signing of a written collaboration agreement or upon the confirmation of the offer by the client, either in written form or by other means specified in the offer.

1.3. If, within the execution of a business event, the client also utilizes the accommodation facilities of the contractor, the currently valid general terms of

accommodation published on the contractor's website apply to the provision of these services.

Payment and Payment Conditions

2.1. Prices for the execution of a business event and/or any other services are specified in the offer and are valid until the offer expires.

2.2. Payment is made in accordance with the agreement between the client and the contractor. Unless otherwise agreed, an advance payment is required upon reservation confirmation, and the remaining amount is settled up to 10 days before the business event.

2.3. Additional services ordered during the business event, not specified in the offer, are settled based on usage or invoicing.

2.4. For untimely fulfillment of obligations, the contractor has the right to charge statutory default interest.

Cancellation or Modification of the Business Event by the Client

3.1. Cancellation or modification of the business event and/or any other service as per the offer must be communicated to the contractor in writing and must be confirmed by the contractor; otherwise, cancellation costs will be charged as specified below.

3.2. In case of cancellation of specified services in the offer, the contractor will charge the client manipulation costs as defined below:

a) 30% of the estimated value of the canceled service if the service is canceled 45 – 30 days before the scheduled start,



b) 50% of the estimated value of the canceled service if the service is canceled 29 – 15 days before the scheduled start,

c) 75% of the estimated value of the canceled service if the service is canceled 14 – 10 days before the scheduled start,

d) 100% of the estimated value of the canceled service if the service is canceled less than 10 days before the scheduled start.

3.3. In the event of service cancellation more than 45 days before the scheduled date, the contractor has the right to retain the advance payment or charge manipulation costs.

3.4. The final confirmation of ordered services, in accordance with the next point 4, is not considered a modification of the service under this point 3.

Final Confirmation of Ordered Services

4.1. The deadline for the exact confirmation of the number of participants and/or services, which may deviate by 15% from the originally agreed number, and details of the service implementation, is at least 48 hours before the agreed date of service utilization. In case of changes in the number of portions less than 48 hours before the event, we reserve the right to invoice 100% of the price for the canceled number of portions. Other changes related to the arrangement of the event space and technical equipment less than 48 hours before the event will be invoiced according to the current price list.

Contractor's Liability

5.1. The contractor undertakes to provide services in accordance with the agreed

conditions and in the best interest of the client.

5.2. The contractor does not assume responsibility for unforeseen circumstances that could affect the service's execution (e.g., natural disasters, terrorist attacks).

Data Protection

6.1. The contractor undertakes to protect all information entrusted to them by the client during the service execution and will not disclose it to third parties without the client's consent.

Adjustments and Changes to the Offer

7.1. Any change or adjustment to the offer must be agreed upon in writing and signed or confirmed by both contracting parties.

7.2. Any additional services or changes will be invoiced according to the contractor's price list.

Responsibility for Damage to Rented Premises/Hall/Equipment

8.1. In the event of damage to rented premises, rooms, hall, and/or equipment, the contractor is entitled to charge compensation for the exchange or repair of the damage. The amount of compensation will be determined based on the actual value of the damage, in accordance with the repair or replacement equipment price list determined by the contractor.

8.2. The client agrees to take responsibility for any damage caused and settle the compensation amount within the timeframe



specified by the contractor. The contractor undertakes to inform the client promptly about detected damage and enable inspection and assessment of the damage.

8.3. The client is responsible for damage caused by their guests during the business event.

Complaints

9.1. Any complaints by the client regarding the execution of the business event and/or any other services must be reported orally upon discovering the non-compliant service to the responsible person at the event and in writing within 7 days after the completion of the service.

9.2. The contractor undertakes to address or resolve complaints as quickly as possible and seek appropriate solutions in collaboration with the client.

Applicable Law and Dispute Resolution

10.1. The offer and all agreements between the parties are governed and interpreted in accordance with the laws of the Republic of Slovenia.

10.2. Any disputes between the contracting parties will be resolved through negotiations, and if the dispute is not resolved in this manner, it will be brought before the competent court in Postojna.

Final Provisions

11.1. Any changes or additions to these general terms are valid only if they are in writing and

signed or confirmed by both contracting parties.

11.2. These general terms in English are translated version of the original general terms in Slovenian. In case of discrepancies, Slovenian version shall prevail.

In Postojna, June 26, 2024

Postojnska jama d.d.

Kaja Batagelj, Procura holder



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