

Terms and Conditions

I. Introductory Provisions

1. These Terms and Conditions and Complaints Procedure ("**Terms and Conditions**") govern the rights and obligations of Into Games s.r.o., Company ID No. 23670053, registered office Kosmonautů 2135/23, Zábřeh, 700 30 Ostrava, registered with the Regional Court in Ostrava, Section C, Insert 100681 (the "**Organizer**"), when selling tickets ("**Ticket**") for the Into Games conference and any other cultural, sporting and/or similar events organized by the Organizer ("**Event**").
2. By purchasing Tickets, the Buyer confirms that they have read and understood these Terms and Conditions.
3. The Organizer sells Tickets through its website <https://intogames.eu/>.
4. Contacting the Organizer means contacting an authorised person via their direct phone number or e-mail address, if known, or via the general phone or e-mail listed on the website above.

II. Subject of the Contract

1. The subject of the contract is the Organizer's obligation to deliver to the Buyer the requested number of Tickets for the Event, limited by availability, and the Buyer's obligation to pay the Ticket price.
2. The contract is concluded upon payment of the Ticket price by the Buyer.
3. The Organizer undertakes to deliver the Tickets to the Buyer without undue delay after payment, in electronic form to the e-mail address provided. The Buyer is not entitled to receive Tickets prior to full payment.
4. Upon delivery of the Tickets to the Buyer, all obligations of the Organizer arising from the contract are fulfilled.

III. Rights and Obligations of the Contracting Parties Related to the Event

1. The Buyer acknowledges that by purchasing Tickets for the Event, a legal relationship is established between the Buyer and the Organizer of the Event.
2. By purchasing a Ticket, the Buyer agrees to comply with all rules set by the Organizer and with the Visitor and Operational Rules of the Event venue.
3. The Organizer reserves the right to change the Event programme, date or venue. By purchasing a Ticket, the Buyer acknowledges this right.
4. The Organizer is not liable for the validity or authenticity of Tickets purchased outside the above-mentioned website.

IV. Ticket Purchase Process and Payment Terms

1. The Buyer is informed of the Ticket price before purchase. Any additional fees or costs associated with the purchase are listed for each Event. All such fees are paid by the Buyer and belong to the Organizer. If the Buyer becomes entitled to a refund, fees and additional costs are not refunded.
2. When purchasing via <https://intogames.eu/> payment is possible only by payment card, Apple Pay or Google Pay via an online payment gateway.
3. The purchase contract is concluded by the Buyer submitting the order, the Organizer confirming it (by e-mail) and the Buyer paying the price.
4. The Organizer is not responsible for any costs incurred by the Buyer arising from their contractual relationship with their bank or with Apple/Google during payment.
5. Tickets are not delivered by post.

V. Withdrawal from the Contract

1. In accordance with Section 1837(j) of Act No. 89/2012 Coll., the Civil Code, the Buyer has no right to withdraw from the contract within 14 days without reason, as this is a contract for leisure activities provided at a specific date by the Organizer.

VI. Complaints Procedure

1. All complaints regarding Tickets purchased from the Organizer are governed by these Terms and this Complaints Procedure.
2. The Buyer is entitled to a refund only in the cases and under the conditions listed below.
3. The Buyer is not entitled to exchange Tickets unless expressly provided herein. In case of damage, destruction, loss, theft, or other devaluation of a Ticket, it will not be replaced and no refund will be provided.
4. The Organizer is not liable for non-delivery of Tickets caused by the Buyer (e.g., full mailbox, spam filters).
5. If the Buyer has not received the Ticket within 1 hour after payment, they must contact the Organizer immediately, but no later than 24 hours after expiry of this 1-hour period, and state that the Ticket was not delivered. The Buyer must provide the name, surname, e-mail and phone number used during purchase. If the Organizer confirms non-delivery (and it is not due to a reason in paragraph 4), and the Buyer has reported the issue in time, then:
 - a. The Organizer will resend the Ticket within 24 hours, but no later than 1 hour before the Event.
 - b. If the Event has already taken place, the Organizer will refund the Ticket price within 30 days of the complaint.
6. If the Organizer changes the venue or date, or cancels the Event, the Buyer will be informed. The Organizer is not responsible for the Buyer's unreachability or delayed receipt of the notice.
7. If the Event date is changed, the Buyer may request a refund or an exchange for a voucher, no later than the 5th working day after the original Event date, provided the Ticket has not been used. Failure to do so means the Buyer agrees to attend on the

new date. In cases of force majeure (e.g., natural disasters, epidemics, government orders), the Ticket remains valid for the new date and no refund or exchange is available.

8. If the Event is cancelled, the Buyer may request a refund or voucher no later than the 5th working day after the Event date. Failure to do so means the Buyer has the right only to a voucher. If cancellation occurs due to force majeure, the Buyer is entitled only to a voucher.
9. Refunds are made as described below.
10. If entitled to a refund, it will be processed through the same payment method used for purchase. If a voucher is provided, it will be sent to the Buyer's e-mail address.
11. Tickets for Events not purchased from the Organizer (via <https://intogames.eu/>) cannot be claimed or refunded by the Organizer.
12. The Buyer may claim a defect in the Ticket (e.g., illegible data). Complaints must be made without undue delay after the defect arises. If properly submitted, the complaint will be resolved within 30 days.
13. The Buyer may assert rights from defective performance before a court if they notified the defect without undue delay after discovering it. Defects can be claimed within six months of receipt.
14. The Buyer may claim reimbursement of costs incurred in asserting rights from defective performance. If not claimed within one month after expiry of the defect-claiming period, the Organizer may object to late submission.

VII. Out-of-Court Dispute Resolution

1. If a consumer dispute arises between the Organizer and a Buyer and cannot be settled by agreement, the Buyer may submit a proposal to the Czech Trade Inspection Authority (Česká obchodní inspekce), ADR Department, Gorazdova 1969/24, 120 00 Praha 2; e-mail: adr@coi.cz; web: <http://adr.coi.cz>. The Buyer may also use the EU online dispute resolution platform at: <http://ec.europa.eu/consumers/odr/>.

VIII. Personal Data Protection During Purchase

1. During Ticket sales, the Organizer processes Buyers' personal data in accordance with the Privacy Policy available at: <https://intogames.eu/Into-Games-Privacy-Policy.pdf>.
2. In the case of incorrectly entered personal data (e.g., typo in name or phone number), the Buyer must contact the Organizer.

IX. Final Provisions

1. If any provision of these Terms becomes invalid or ineffective, remaining provisions remain valid and enforceable.
2. These Terms and Conditions enter into effect on 24 November 2025.

3. The Organizer may amend these Terms at any time.
4. All legal relations between the Organizer and the Buyer are governed by Czech law.
5. All disputes shall be resolved before the courts of the Czech Republic unless settled out of court.

In Ostrava on 24 November 2025, Into Games s.r.o.