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## General terms and conditions of sale

### 1. Object

01. These General Terms and Conditions of Sale govern the sale of:

- **Single ticket in paper format:** admission ticket purchasable from the vendors indicated in point 2 of the General Conditions of Sale (hereinafter referred to as the GCS) for a single admission;
- **Single ticket in digital format:** for Neptune's Cave, MŪSA, MACOR;
- **Alghero Ticket:** open, single adult ticket without expiry date, purchasable online or in paper format, which includes admission (one visit per attraction) to Neptune's Cave, MŪSA, MACOR, Palmavera Nuragic Site, Anghelu Ruju Necropolis, Casa Gioiosa, Le Prigionette Nature Reserve, MAPS, MASE, Ecomuseum EGEA, San Francesco Historical Site, Casa Manno Museum, The Roman Villa of Sant'Imbenia, San Giovanni Tower;
- **Alghero Ticket Family:** open, single ticket without expiry date, valid for two adults and three young people aged up to 17 years of age, purchasable online or in paper format, which includes admission (one visit per attraction) to Neptune's Cave, MŪSA, MACOR, Palmavera Nuragic Site, Anghelu Ruju Necropolis, Casa Gioiosa, Le Prigionette Nature Reserve, MAPS, MASE, Ecomuseum EGEA, San Francesco Historical Site, Casa Manno Museum The Roman Villa of Sant'Imbenia, San Giovanni Tower.

The aforementioned admission ticket arrangements are hereinafter referred to as Sales.

The validity of Sales starts from the first entry to a site in the case of a single ticket, and from the first entry to one of the above mentioned places for Alghero Ticket



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and Alghero Ticket Family. All information relating to purchases is available in the appropriate sections of the site.

02. The publication of these General Terms and Conditions constitutes provision of the information on a durable medium to the user prior to the conclusion of a contract. They can also be obtained 1 from the vendors listed in point 2 of the GTC. Acceptance of these terms and conditions, confirmation of the sale including the sale code, a summary of the services booked and the goods purchased, the admission tickets allocated, an indication of the price paid and the method of use (hereinafter the "Sale Summary"), constitutes the conclusion of a contract on a durable medium, pursuant to Art. 51, paragraph 7 of Legislative Decree no. 206/2005.

## **2. Subject in charge of sale**

The owner of the Sales is the Fondazione Alghero, based in the city of Alghero, at Lo Quarter (Tax Code/VAT number 02410750901).

**Single admission tickets** to Neptune's Cave, MŪSA, MACOR, Palmavera Nuragic site and Anghelu Rujū Necropolis can be purchased at the ticket office of each of the sites mentioned.

It is also possible to purchase single entrance tickets to Grotta di Nettuno, MŪSA, MACOR on the Alghero Experience online platform at [www.algheroexperience.it](http://www.algheroexperience.it).

**Alghero Ticket** and **Alghero Ticket Family** can be purchased at:

- the Alghero Experience online platform at [www.algheroexperience.it](http://www.algheroexperience.it);
- sites involved in the circuit (Neptune's Cave, MŪSA, MACOR, Palmavera Nuragic site, Anghelu Rujū Necropolis, Casa Gioiosa, Le Prigionette Nature Reserve, MAPS, MASE, EGEA Ecomuseum, San Francesco Monumental site, Casa Manno Museum);
- the Tourist Information Office in Via Cagliari 2, 07041 Alghero (SS);



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- the Torre di Porta Terra, in Piazza Porta Terra, 07041 Alghero (SS);
- the bookshop of the Fondazione Alghero Atelier#3 - Alghero Turismo Bookshop, in via Carlo Alberto 84, 07041 Alghero (SS).

For any information contact [info@algheroexperience.it](mailto:info@algheroexperience.it) or 079 979054 (sequence 1-2) from Monday to Friday from 8:00 to 14:00.

### **3. How to purchase sales**

a) To purchase a paper ticket (single, Alghero Ticket and Alghero Ticket Family), simply go to one of the places indicated in point 2 of the GTC. The ticket can be used immediately.

b) To purchase the ticket in digital format (single ticket, Alghero Ticket and Alghero Ticket Family) user must:

- fill in all the mandatory fields in the online form;
- read and sign these general terms and conditions of service;
- read and sign the privacy protection provisions;
- complete the card payment procedure. Ticket availability is subject to change until the sale has been successfully completed. The purchase of Online Sales is completed by filling in the form and making the payment;
- in the event of the successful completion of a Sale, the user will receive a voucher with an identification code for the purchase at the email address provided. The system will automatically generate the card purchased by the customer and traceable to the voucher code entered;
- payment is consented through the following circuits:
  - Nexi;
  - Paypal.

### **4. Online purchase procedure and confirmation of payment**



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01. If the payment is successful, the summary of the purchase procedure is displayed online, with the corresponding order code identifying the completed Sale. A message confirming that payment has been made, with the admission tickets attached, will be sent to the e-mail address provided by the user during the procedure.

02. The price of the admission tickets is that shown on the admission ticket including VAT, where applicable.

## **5. Methods of payment**

01. The paper ticket (single ticket, Alghero Ticket and Alghero Ticket Family), can be purchased in cash or by debit or credit card in the following circuits (Neptune's Cave, MŪSA, MACOR, Palmavera Nuragic Site, Anghelu Ruju Necropolis, Casa Gioiosa, Le Prigionette Nature Reserve, MAPS, MASE, Ecomuseum EGEA, San Francesco Historical Site, Casa Manno Museum);

02. Tickets in digital format can be purchased on the online platform Alghero Experience at [www.algheroexperience.it](http://www.algheroexperience.it).

## **6. Modification of admission tickets**

Purchases made through this service cannot be modified.

## **7. Methods of delivery and execution**

01. If a ticket is purchased in paper format (single, Alghero Ticket and Alghero Ticket Family), the contract is concluded at the time of physical delivery of the ticket.

02. If a ticket is purchased in digital format are purchased in digital format, the contract is considered concluded at the moment of receipt of the confirmation email.



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## **8. Access to the service**

01. These conditions of sale are published on the online platform and at the purchase-points for paper tickets (single ticket, Alghero Ticket and Alghero Ticket Family). The purchase of a paper ticket implies the acceptance of the general conditions of sale.

02. In order to access the online sales service, the user must:

- accept these general terms and conditions of use in their entirety
- complete the online form requesting the user's personal and contact details.

By accepting these general conditions of use of the Service, the user guarantees that their registration data is valid, true, accurate and correct and that it does not violate the rights of third parties.

03. Failure to fill in all mandatory fields of the online form makes it impossible to use the service or purchase the product.

## **9. Postponement and cancellation of service**

The Fondazione Alghero reserves the right to suspend, interrupt or modify the sales and booking service for technical and/or organisational reasons or due to the impossibility of guaranteeing regular access to the site.

In addition to the aforementioned hypotheses, the Customer shall be entitled to a refund of the single fixed-date ticket purchased for a visit to the Neptune's Cave if access to said naturalistic site is prohibited due to closure. It should be noted that the impossibility of reaching the Neptune's Cave by sea shall not constitute grounds for refund of the ticket if access is nevertheless permitted by land.



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## **10. Refund**

In the event of cancellation by the user or of incorrect purchase, there shall be no refund of the ticket price paid. Refunds are also not provided for tickets that have been purchased but not collected.

In cases where a refund of the ticket is due, the Customer shall expressly request the refund by means of a request to be submitted by email to [rimborsi@fondazionealghero.it](mailto:rimborsi@fondazionealghero.it) or directly at the Points of Sale.

## **11. Reimbursement modalities**

The refund will be made by re-crediting the price of the ticket to the credit card or other payment method used by the Customer at the time of purchase, if the sale took place on the site, or by bank transfer to the current account indicated by the Consumer in the case of purchase at the Points of Sale. The refund shall be made within 14 days from receipt of the request complete with all requirements.

## **12. Limitation of liability clause**

Under no circumstances shall the Fondazione Alghero be held liable for expenses and damages, direct or indirect, of any nature whatsoever, suffered by the Customer in relation to the sale of the Entrance Ticket, nor for the cancellation and/or postponement of the visit and, more generally, the postponement of the visit and, more generally, for the failure to make use of the visit.

## **13. Competent Court and Applicable Laws**

Any dispute relating to the validity, interpretation, execution and/or termination of legally relevant acts related to the use of the Service shall be

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devolved to the exclusive jurisdiction of the Court of Sassari, excluding any other competing court. In the case of a consumer user, for any dispute concerning the application, execution and interpretation of these conditions or of the contract, the competent court shall be the court of the place where the consumer resides or has elected domicile.

#### **14. Provisions on privacy and personal data protection**

1. The collection and processing of data are carried out for the management and execution of purchase orders and in particular for the performance of obligations arising from these General Conditions of Sale and shall be treated in accordance with the legislation in force (GDPR General Data Protection Regulation EU 2016/679 - Legislative Decree 196/2003 and subsequent amendments and additions) and exclusively for the formalities related to these conditions.