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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;
- 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, MUSA, 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, MUSA, 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 tickets are hereinafter referred to as Transactions.

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



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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 from the vendors listed in point 2 of the GTC. Acceptance of these terms and conditions, confirmation of the transaction including the transaction 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 "Transaction 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 Transactions 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 Ruju Necropolis can be purchased exclusively at the ticket office of each of the sites mentioned.

Alghero Ticket and Alghero Ticket Family can be purchased at:

- the Alghero Experience online platform at <https://www.algheroexperience.it/alghero-ticket.html>;
  - all sites involved in the circuit (Neptune's Cave, MŪSA, MACOR, Palmavera Nuragic site, Anghelu Ruju Necropolis, Casa Gioiosa, Le Prigionette Nature Reserve, MAPS, MASE, EGEEA Ecomuseum, San Francesco Monumental site, Casa Manno Museum);
  - the Tourist Information Office in Via Cagliari 2, 07041 Alghero SS;
  - the Torre di Porta Terra, in Piazza Porta Terra, 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.



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### **3. How to purchase transactions**

a) To buy 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 Alghero Ticket and Alghero Ticket Family in digital format, the 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. The availability of Alghero Ticket and Alghero Ticket Family is subject to change until the transaction has been successfully completed. The purchase of Online Transactions is completed by filling in the form and making the payment;
- in the event of the successful completion of a Transaction, 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**

01. If the payment is successful, the summary of the purchase procedure is displayed online, with the corresponding order code identifying the completed Transaction. A message confirming that payment has been made, with the admission tickets attached, will



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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, 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. Alghero Ticket and Alghero Ticket Family in digital format can be purchased on the online platform Alghero Experience at <https://www.algheroexperience.it/alghero-ticket.html>.

## **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.



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02. If Alghero Ticket and Alghero Ticket Family are purchased in digital format, the contract is considered concluded at the moment of receipt of the confirmation email.

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

01. These conditions of sale are published on the online platform and at the purchase-points for paper tickets (individual, 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. Suspension of service**

Fondazione Alghero reserves the right to suspend, interrupt or modify the online sales and booking service for technical and/or organizational reasons or in the case that it is impossible to guarantee regular access to the site.



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## **10. Right of withdrawal**

Pursuant to Article 52 ff. of Legislative Decree 205/2006 (Consumer Code), the purchase of a single ticket, an Alghero Ticket or an Alghero Family Ticket (both digital and paper) has the right to withdraw from the contract for a period of 14 days from the date of purchase. Once this period has elapsed, the sum will not be refundable. The right of withdrawal shall only be exercisable if it is proven that the voucher has not been even partially used, personalised and/or deteriorated. The use of any service related to the card makes the card non-refundable and, pursuant to Article 56 co. 3 of Legislative Decree 205/2006, the Fondazione Alghero reserves the right to withhold the refund until the customer proves that the service has not been used.

## **11. Jurisdiction 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 devolved to the exclusive jurisdiction of the Court of Sassari, excluding any other competing court.

## **12. 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.