ENGLISH TRANSLATION – for information only. In case of any discrepancy, the Romanian version prevails.
Original title: REGULAMENT PRIVIND VÂNZAREA ONLINE A BILETELOR – gradinaluminilor.ro

TERMS AND CONDITIONS OF ONLINE TICKET SALES – gradinaluminilor.ro

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I. General provisions

1. These Terms and Conditions set out the general conditions and the procedure for ordering and buying tickets through the website gradinaluminilor.ro and the Pretix platform integrated with it, together hereinafter the “Website”.

2. These Terms and Conditions set out the rules for the sale of tickets to the Grădina Luminilor – Iași event. Detailed rules on taking part in the event, including safety and order on the premises, are set out in separate Event Rules.

3. Tickets are sold through the Website by PYNI RO S.R.L., with its registered office at Str. Nerva Traian nr. 27–33, Scara B, Etaj 1, Birou 6, Sector 1, București, România, CUI/CIF 55667126, Trade Register no. J2026056803006, hereinafter the “Provider”.

4. The Organiser of the Grădina Luminilor – Iași event, held at Str. Dabija Vodă nr. 26, loc. Pietrăria, Com. Bârnova, Jud. Iași, România, is PYNI RO S.R.L.

5. The Provider can be contacted about Ticket sales:

a. by post – at the Provider’s registered office address given in paragraph 3;

b. by e-mail – at iasi@gradinaluminilor.ro.

6. The Provider makes these Terms and Conditions available on the Website permanently and free of charge, in a format that allows them to be viewed, downloaded, saved and printed.

7. Using electronic services may involve the usual risks associated with using the internet, including the risk of malware infection or unauthorised access to data. The User should take appropriate technical measures to limit these risks.

II. Definitions

The terms used in these Terms and Conditions have the following meanings:

1. Order – the User’s declaration of intent to buy a Ticket offered by the Provider, which gives the right to take part in the Event under these Terms and Conditions.

2. Contract / Sales Contract – the contract for the purchase of a Ticket concluded between the Provider and the User under these Terms and Conditions.

3. Ticket – an electronic document containing a unique number, code or QR code, confirming the right to take part in the Event.

4. Single-entry Ticket – a bearer Ticket giving the right to one entry to the Event, valid during the period in which the Event is held in the given season, as shown on the Website and on the Ticket.

5. Season Pass – a personal (named) Ticket giving the right to multiple entries to the Event during its period of validity.

6. Buyer / User – a natural person, legal person or any other entity placing an Order.

7. Consumer – a natural person acting for purposes outside their commercial, industrial, craft or professional activity, under applicable Romanian law.

8. Event – the Grădina Luminilor – Iași exhibition organised by the Provider.

9. Pretix – the system used by the Provider to sell and manage Tickets.

10. Stripe – the payment service provider used to process electronic payments on the Website.

III. Rules for ordering and buying Tickets

1. Through the Website, the Provider sells Tickets to the Event it organises.

2. The Website, in the description of the Event or of the available tickets, presents information on ticket types, their prices and conditions of use, including the conditions for taking part in the Event.

3. Restrictions on access to the Event are given in the Event description, in the Event Rules or in the description of the ticket type, and may also be communicated at the venue. The Buyer should read them before placing an Order.

4. The ticket information shown on the Website allows the Buyer to assess the offer and place an Order.

5. Ticket prices are in lei (RON) and include applicable taxes. Any additional mandatory cost of the Order is shown before the Order is placed.

6. The Buyer places the Order using the form available on the Website.

7. An active e-mail address is required to place an Order.

8. The Buyer selects one or more tickets and, depending on their type, completes the other options available for the Order. The Single-entry Ticket is sold by day category (“Tuesday–Thursday” or “Friday–Sunday and holidays”), without choosing a particular day of visit, and may be used on any day the Event is open, within the period given in Chapter VI paragraph 2, subject to the price category rules in Chapter VI paragraphs 6–8.

9. Before placing the Order, the Buyer receives information on the main characteristics of the Ticket and the Event, the total price of the Order and the available payment methods.

10. The Order is placed by pressing a button or using a function that clearly indicates that placing the Order entails an obligation to pay.

11. After receiving the Order, the Provider sends a confirmation of its acceptance to the e-mail address given by the Buyer. The Contract is concluded when the Buyer receives the confirmation.

12. The Contract is concluded in Romanian. If the Provider also offers other language versions, this information is shown on the Website.

13. The Order is processed and the Ticket sent after the Provider receives confirmation from the payment operator that the payment was successful.

14. The time within which the Buyer must pay is shown while placing the Order. If payment is not completed successfully within this time, the Order may be cancelled.

15. Online payments are processed through Stripe. The available payment methods are shown during the purchase process.

16. Using a particular payment service may also be subject to the terms of that payment service provider.

IV. Ticket availability and technical limitations

1. The number of tickets available may be limited and depends on sales at the time.

2. The Provider reserves the right to temporarily suspend or end early the sale of certain Tickets.

3. A Ticket can only be bought if it is available in the sales system when the Order is placed.

4. In special situations, temporary technical problems may occur, in particular with the sales system, payments or server availability, which may temporarily prevent the purchase of a Ticket. The Provider will take appropriate measures to fix such faults.

5. The mere display of a ticket in the sales system does not mean that it is reserved. A Ticket is considered purchased only after the purchase process is completed and the payment confirmed.

6. The Provider is not responsible for technical problems resulting solely from the Buyer's devices, operating systems, browsers or internet providers, without prejudice to the mandatory rights of the Consumer.

V. Conditions for delivery of Tickets

1. The purchased Ticket is delivered electronically to the e-mail address given when placing the Order, as a PDF file or in another electronic format available in the sales system.

2. The Ticket is sent after the Provider receives confirmation of successful payment.

3. The Buyer is responsible for keeping the Ticket safe and preventing its loss or unauthorised access to it.

4. If a bearer Ticket is passed on to another person, the right of entry may be granted to the first person who presents a valid, unused Ticket.

5. The Buyer is responsible for providing correct and complete data for processing the Order, in particular the e-mail address.

6. If the Buyer does not receive the Ticket, they should check the SPAM folder and other folders of their mailbox. If the message cannot be found, they should contact the Provider at iasi@gradinaluminilor.ro.

VI. Conditions of use of Tickets

1. PYNI RO S.R.L. is the Organiser of the Grădina Luminilor – Iași Event.

2. Each Ticket is assigned to the Event and may only be used during the period in which it is held. In the 2026/2027 season, the Event is held from 23 October 2026 to 10 January 2027; opening days and hours are shown on the Website. The period in which the Event is held is the period of performance of the service covered by the Single-entry Ticket and the Season Pass, shown on the Website before purchase and on the Ticket.

3. Each Ticket has a unique number or code and gives the right to take part in the Event for the number of persons shown on the Ticket.

4. The Single-entry Ticket is a bearer Ticket and may be used only once.

5. The Season Pass is personal and gives its holder the right to multiple, unlimited entries to the Event during its period of validity, according to the information presented in the offer.

6. "Tuesday–Thursday" Tickets may be used on the opening days indicated on the Site for this category (as a rule, Tuesday to Thursday), except public holidays and other days for which the Provider applies the "Friday–Sunday and holidays" price.

7. “Friday–Sunday and holidays” Tickets may be used on any day the Event is open, except closing days.

8. If a “Friday–Sunday and holidays” Ticket is used on a day with a lower price, the price difference is not refunded.

9. When a Season Pass is used, staff may ask for a document allowing the identity of the Ticket holder to be verified.

10. For reduced-price tickets, staff may ask for a document or other proof of eligibility for that category.

11. The conditions for taking part in the Event, in particular safety rules, rules of order and restrictions on participation, are set out in separate Event Rules.

12. The Ticket cannot be exchanged for money or for another ticket, except in cases provided for by applicable law or these Terms and Conditions.

13. To enter the Event, a valid Ticket must be shown to the Organiser’s staff, in electronic or printed form.

14. If the Ticket is shown in printed form, it must be legible and undamaged so that the code can be read and the Ticket checked.

15. The Provider may refuse to validate the Ticket of a person who does not meet the conditions for taking part in the Event, to the extent that such refusal is permitted by the Event Rules, safety reasons or applicable law.

16. A bearer Ticket may be passed on to a person other than the Buyer. If the Ticket is passed on or made available to a third party, entry will be granted to the first person who presents a valid, unused Ticket.

17. The Provider reserves the right to change the opening hours or close the Event earlier for organisational, technical or safety reasons or because of weather conditions. Such changes will be communicated through the Website, by e-mail or through other available channels.

18. A change in opening hours does not automatically mean that the Ticket loses its validity. The Buyer’s rights under mandatory legal provisions in the event of a significant change in the conditions under which the Event is held remain applicable.

VII. Electronic tickets

1. The electronic Ticket is sent to the Buyer at the e-mail address given when placing the Order, in particular as a PDF file.

2. The Provider is responsible for the correct delivery of the electronic Ticket and for its conformity with the Contract, to the extent provided by applicable law.

VIII. Complaints about Tickets

1. The Buyer may send the Provider complaints about purchased tickets or the performance of the Contract, in particular in the event of non-performance or improper performance of the services related to the Order, or of a breach of their rights under applicable law or these Terms and Conditions.

2. Complaints may be sent to iasi@gradinaluminilor.ro or by any other means that allows the Provider to learn of their content.

3. To help resolve the complaint, it is recommended to include: the Buyer's full name, contact details, Order or Ticket number, a description of the problem and the requested solution.

4. The Provider resolves complaints without undue delay and within the time limit provided by applicable Romanian law.

5. If the information in the complaint is not sufficient to resolve it, the Provider may ask the Buyer to supplement it, to the extent needed to clarify the situation.

6. In the case of a complaint about the functioning of the electronic Ticket, the Buyer should cooperate with the Provider to a reasonable extent necessary to establish the cause of the problem, using technical means that are as unintrusive as possible for the Buyer.

7. The absence of some of the information listed in paragraph 3 is not in itself a reason to refuse to deal with the complaint if it can be examined on the basis of the available data.

IX. Personal data protection

1. The controller of the Buyers' personal data in connection with the sale of tickets is PYNI RO S.R.L.

2. Personal data are processed in accordance with applicable law, in particular Regulation (EU) 2016/679 (GDPR).

3. Detailed information on the purposes and legal bases of processing, data retention periods, data recipients, the rights of data subjects and how to contact the controller is set out in the Privacy Policy available on the Website.

X. Refunds and right of withdrawal

1. In accordance with Article 16(l) of Government Emergency Ordinance No. 34/2014 on consumer rights, the right of withdrawal from a distance contract does not apply to services related to leisure activities where the contract provides for a specific date or period of performance.

2. Therefore, a Buyer who is a Consumer does not have the statutory 14-day right of withdrawal from the contract for the purchase of a Ticket to an Event held on a specific date or within a specific period. For a Single-entry Ticket bought without indicating a day, the specific period of performance is the period in which the Event is held, given in Chapter VI paragraph 2, shown on the Website before purchase and on the Ticket.

3. The above does not affect the Buyer's rights arising from cancellation of the Event, its non-performance or improper performance, or any other rights under mandatory legal provisions.

4. The Single-entry Ticket may be used on any day the Event is open, including on a day other than the one indicated at purchase (if one was indicated), without changing the date in advance, subject to the rules applicable to the Ticket's price category.

5. An unused Single-entry Ticket remains valid until the end of the period in which the Event is held in the season for which it was bought and may be used on any day the Event is open. The Ticket expires at the end of the season for which it was bought.

6. If the Event is cancelled or the Organiser closes it on the day indicated at purchase, the Buyer holding a valid Single-entry Ticket will be offered the option of using it on another permitted date or receiving a refund of its price. For a Single-entry Ticket bought without indicating a day, closure of the Event on a particular day does not give the right to a refund if the Ticket can be used on another permitted day. If the Event ends permanently before its originally planned end date, the holder of an unused Single-entry Ticket is entitled to a refund of its price.

7. If the Event is closed because of weather conditions, paragraph 6 applies. If the Event remains open and can be held safely, unfavourable weather alone is not a reason to refund the Ticket price.

8. If the Event ends permanently before its originally planned end date, the holder of a Season Pass is entitled to a partial or full refund of the Ticket price.

9. The refund of the Season Pass price is calculated in proportion to the number of days between the actual end date of the Event and its originally planned end date, taking into account the date on which the Ticket was bought. If the Season Pass was bought on the day the Event ended, the Buyer is entitled to a full refund of the Ticket price.

10. Amounts due for unused tickets are refunded without undue delay and within 21 days at the latest of the situation giving rise to the refund, unless the law provides for a shorter period.

11. Refunds are made, as far as technically possible, using the same payment method used to buy the Ticket.

12. If a refund using the original payment method is not possible, the Provider may ask the Buyer for the data needed to make the refund by another method. Failure to provide these data may delay the refund but does not deprive the Buyer of the right to the amounts due.

13. Where the obligation to refund the Ticket price results from cancellation of the Event or another circumstance which, under applicable law or these Terms and Conditions, gives rise to a refund obligation for the Provider, the Provider will inform the Buyer how the refund will be made. If the Buyer needs to take certain actions or provide additional data for the refund, the relevant information will be communicated to the Buyer.

XI. Sales documents

1. For each Order placed online, the Buyer receives in electronic form, as applicable, the following documents:

a. the electronic Ticket, which is the document giving the right to take part in the Event;

b. the Order or payment confirmation;

c. the invoice – where it must be issued under applicable law or if the Buyer requests it and provides the necessary data.

2. Sales documents may be sent to the Buyer in electronic form, in accordance with applicable Romanian law.

3. Invoices issued by the Provider are sent and reported in accordance with applicable Romanian law, including, where applicable, through the national RO e-Factura system.

XII. Final provisions

1. The Provider’s obligations regarding the sale of Tickets arise from these Terms and Conditions, the Contract concluded and applicable mandatory legal provisions.

2. These Terms and Conditions are available in Romanian. The Provider may also make translations available in other languages.

3. These Terms and Conditions and the Contracts concluded under them are governed by Romanian law, without prejudice to mandatory consumer protection provisions.

4. For Consumers, the jurisdiction of the courts and the possibility of using alternative dispute resolution mechanisms are determined by applicable law.

5. In disputes with a Buyer who is not a Consumer, the competent court is determined in accordance with applicable Romanian law.

6. Matters not regulated by these Terms and Conditions are governed by the relevant provisions of Romanian law, in particular those on consumer protection, distance contracts, electronic commerce and personal data protection.

7. The Provider will announce changes to these Terms and Conditions by publishing the updated and consolidated version on the Website.

8. Changes to the Terms and Conditions apply to contracts concluded after they enter into force. Contracts concluded earlier are governed by the version of the Terms and Conditions in force at the date of their conclusion, unless the law provides otherwise.

9. Effective date of the Terms and Conditions: 29.10.2026.

10. Version of the Terms and Conditions: 1.2.