

General terms and conditions of Černá kostka, contributory organisation

(effective as of 13 April 2026)

Update 27 May 2026

1. Introductory provisions

These general terms and conditions (hereinafter referred to as "GTC") govern the rights and obligations between Černá kostka, contributory organisation, Organisation ID No.: 19581921, with its registered office at 28. října 2771/117, 702 00 Ostrava, Czech Republic, an organisation registered in the Commercial Register maintained by the Regional Court in Ostrava, Section Pr, Insert 5380, (hereinafter referred to as the "Seller") and the customer (hereinafter referred to as the "Buyer").

These GTC take into account Regulation (EU) 2022/2065 of the European Parliament and of the Council on a Single Market For Digital Services (Digital Services Act) (hereinafter referred to as the "DSA").

The subject of these GTC is the provision of services and products through the website of Černá kostka, contributory organisation, available at <https://www.cerna-kostka.cz/> (hereinafter referred to as the Website), and the related systems (hereinafter referred to as the Systems), which include:

- system (website) <https://cernaaifestival.cz> intended for the sale of tickets to the Černá.AI event festival

These GTC also fully apply to the individual Systems, and some of them have more detailed specifications listed directly on the websites of the individual Systems.

2. Order and conclusion of contract

The buyer places an order via the website by submitting an electronic form.

The contract between the Seller and the Buyer is concluded at the moment of confirmation of the order by the Seller, unless otherwise agreed.

3. Prices and payment terms

Prices of goods and services are listed on the website. Černá kostka, contributory organisation is not a VAT payer.

The purchase price is payable upon ordering, unless otherwise agreed.

4. Delivery terms

The seller will ensure the delivery of the ticket or the provision of services as soon as possible, in accordance with the agreed terms and conditions from the confirmation of the order.

The buyer is obliged to take over the goods/services on the agreed date.

5. Rights and obligations of users

The user undertakes to use the above services in accordance with legal regulations, these Terms and Conditions and good morals and public order.

It is prohibited to post any illegal content, spread misinformation, or violate the rights of third parties.

The User is responsible for the truthfulness and accuracy of the data provided to the Seller.

6. Content moderation and service restrictions

The Provider reserves the right to remove content or restrict user access if:

- the content violates legal regulations,
- there is a breach of these Terms and Conditions,
- there is reasonable suspicion of a violation of these GTC or the rules applicable to the relevant System.

In the event of service restrictions, the User will receive a notification stating the reasons and the possibility of filing an appeal.

If the User disagrees with the decision, they may file an appeal through the mechanism set out below.

6.1. Appeal mechanism

If the User disagrees with the decision to restrict content or the account, they may file an appeal through the Seller's single point of contact available here: <https://www.cerna-kostka.cz/kontakt>.

The appeal must contain:

- identification of restricted content,
- the reason why the User believes the decision was incorrect,
- contact details for feedback.

The Provider undertakes to review the appeal, usually within 30 days, and to inform the User of the result.

7. Withdrawal from the contract

The buyer has the right to withdraw from the contract without giving a reason within 14 days from the date of receipt of the goods.

Withdrawal must be made in writing and sent to the Seller's address.

8. Complaint

The buyer has the right to complain about goods/services if they do not comply with the contract.

The complaint must be submitted in writing to the Seller's address.

9. Privacy Policy

The Seller processes the Buyer's personal data in accordance with applicable legal regulations and specifications set out in the Personal Data Protection Policy. You can read more about the personal data protection policy of the Černá kostka, contributory organisation, here:

<https://www.cerna-kostka.cz/storage/general-data-protection-regulation.pdf>

10. Final provisions

These GTC became effective on 13 April 2026.

The Seller reserves the right to amend these GTC at any time. The Seller shall publish information about such changes on its website.