

BELGRADE 360DECK - GENERAL TERMS & CONDITIONS

INTRODUCTORY PROVISIONS

These General Terms and Conditions of Belgrade 360 Deck, located in the building known as Kula Belgrade, at Nikolaja Kravcova 1/1a, Belgrade, and operated by the Owner – BW Kula d.o.o. Belgrade (“Terms”), govern the relationship between the Owner and visitors of Belgrade 360 Deck.

Please read these Terms carefully, as they affect your rights and obligations and regulate the conditions under which the Owner provides access to and use of the observation deck service.

TICKET PRICES

Ticket prices are available on the official website and at the information desk/entrance to Belgrade 360 Deck located on the second floor of Galerija Belgrade.

TICKET PURCHASE

Tickets are sold through eFinity sales channels, including the information desk/entrance to Belgrade 360 Deck.

NO RIGHT OF WITHDRAWAL

The purchase of tickets via eFinity sales points is binding, and the consumer does not have the right to withdraw from the purchase pursuant to Article 36, paragraph 1, item 12 of the Consumer Protection Act (“Official Gazette of the Republic of Serbia”, No. 88/2021), as eFinity provides services related to leisure activities performed at a specific time or within a defined period. In accordance with Article 26, paragraph 1, item 6 of the Consumer Protection Act, by accepting these Terms, the purchaser expressly acknowledges having been informed by eFinity that the right of withdrawal from the contract is not applicable and agrees thereto.

TERMS OF USE

Belgrade 360 Deck may be visited only with a valid ticket during official opening hours. Opening hours are available on the website and at the information desk/entrance to Belgrade 360 Deck.

Visitors are required to keep their purchased ticket in electronic or printed form and present it upon request to the Owner’s staff at any time during the visit.

Tickets may only be used within the time slot indicated on the ticket. The Owner is not obliged to issue a replacement ticket in cases of ticket misuse (e.g., prior unauthorized access). Ticket holders are solely responsible for safeguarding their tickets to prevent unauthorized use. The Owner bears no liability for any misuse.

Re-entry to Belgrade 360 Deck is not permitted. Once a visitor exits the premises, re-entry requires the purchase of a new ticket.

Tickets not used within the date/time specified on the ticket shall be deemed used.

Access to Belgrade 360 Deck is prohibited to persons under the influence of alcohol. Smoking of any kind, alcohol consumption (except beverages offered at the café), and psychoactive substances are strictly prohibited.

Children under the age of 13 must be always accompanied by a parent or another responsible adult.

Animals are not permitted, except for assistance dogs, guide dogs, and police dogs as defined by applicable law.

Littering, vandalism, use of open flames or strong light signals, and any form of interference or obstruction are prohibited, including activities that may damage equipment or property owned by the Owner or third parties or disrupt operations.

For safety and property protection reasons, the Owner restricts items and equipment that may be brought onto Belgrade 360 Deck.

Prohibited items include:

Dangerous materials: pyrotechnics, explosive devices, weapons, toxic or flammable substances, cutting or piercing instruments, and any items that may endanger public safety.

Large items: luggage of any kind, bicycles, skateboards, roller skates, umbrellas, or large photographic equipment. Food and beverages: food and beverages are not permitted, except water in transparent plastic bottles. Glass bottles are strictly prohibited.

Audio and visual disturbance devices: sirens, whistles, megaphones, flags, or banners expressly prohibited.

Visitors may not enter with items subject to restrictions.

Visitors must remain within designated areas and follow all instructions provided by Belgrade 360 Deck staff. All visitors are responsible for their own safety.

The Owner reserves the absolute right to deny entry or remove any person whose behavior may endanger safety or disrupt the experience of other visitors.

If service is denied based on these Terms, the visitor shall not be entitled to a refund. Visitors are fully responsible for the conduct of minors under their supervision and for any damage caused by them. The Owner excludes all liability for damage caused by visitors or their actions or omissions. The Owner may claim full compensation for damage, including actual damage and lost profit.

Visitors must always keep personal belongings and valuables with them. The Owner excludes liability for loss, theft, or damage to personal property, including items stored in lockers.

Visitors use the services at their own risk.

The Owner is liable only for intentional breaches under its control resulting in death, personal injury, or bodily harm and excludes liability for any other damage, without prejudice to statutory rights. The Owner is not liable for travel, accommodation, or other costs incurred by visitors.

The Owner reserves the right to suspend visits or close Belgrade 360 Deck at its sole discretion for safety or other reasons, without prior notice, and may change opening hours at any time.

RECORDING & PHOTOGRAPHY

Visitors may take personal photographs and videos solely for private, personal, and non-commercial use. Commercial use, publication, sale, reproduction, transmission, or distribution of such materials without prior written consent of the Owner is prohibited. All commercial media, photography, or filming require prior written approval from the Owner. Inquiries regarding commercial media may be sent to the designated email address.

CCTV SURVEILLANCE

Video surveillance is used for security purposes. Recordings are retained for 30 days unless required for legitimate access (e.g., by law enforcement).

Visitors have the right to object to such data processing at any time by contacting the Owner via email or by post at Karađorđeva 48, Belgrade. If no other legal basis applies, data processing will cease unless overriding legitimate grounds exist.

FINAL PROVISIONS

These Terms are governed by the applicable laws of the Republic of Serbia.

The Owner reserves the right to unilaterally amend these Terms and shall notify visitors via the website and at the information desk/entrance to Belgrade 360 Deck.