

Terms of Use

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1. Merchant information

The Akord Music website (akordmusic.rs) and the sale of tickets through it are operated by the following merchant:

Business name	PROMOTIONS
Address	BANJSKA BB
Company registration number	67509714
Tax ID (PIB)	114353467
Phone	+381 61 187 3878
Email	info@akordmusic.rs

In these terms, "merchant", "we", "us" and "Akord Music" mean PROMOTIONS, and "customer" means a person who buys tickets through the website.

2. Subject and purpose of the website

These Terms of Use govern the use of the Akord Music website and the purchase of electronic tickets for events published on it. The website allows you to view events and information about their date, venue and prices, to buy tickets, and to pay by payment card.

No user account is needed to browse the website or to buy tickets. By using the website and buying tickets you confirm that you have read and accepted these terms.

3. Buying tickets

- The customer chooses the event, the ticket type and the number of tickets, and enters their first name, last name and email address, and optionally a phone number and a note.
- Before submitting the order, the customer confirms that they accept these Terms of Use and the Privacy Policy. The time of acceptance and the version of the terms accepted are recorded with the order.
- Submitting the order reserves the selected tickets for a limited time, which is shown on the order page. If payment is not successfully completed within that time, the reservation expires and the tickets return to sale.
- A purchase is concluded only when the bank confirms that the payment was successful.
- If a payment fails or is declined, the purchase is not concluded and no tickets are issued. The customer may place a new order on the event page.

4. Prices and currency

- All prices on the website are shown in Serbian dinars (RSD).
- The total amount of the order is shown to the customer before payment. The amount charged is the amount shown in the order.
- Where an earlier price is also shown next to a ticket, it is for information only.
- Payments are made in Serbian dinars (RSD). If the payment card was issued in another currency, the amount charged in that currency is determined by a conversion carried out by the card issuer or the card scheme, so the amount on the customer's statement may differ from the amount shown on the website.

5. Card payments

- Tickets are paid for by payment card through the Banca Intesa electronic payment system (NestPay).
- After confirming the order, the customer is redirected to the bank's secure payment page, where they enter their card details. The card issuer may require additional cardholder authentication (3-D Secure).
- Card details are entered only on the bank's page. **PROMOTIONS / Akord Music does not receive or store the full card number, the CVV/CVC code or the card expiry date.**
- When the payment is completed, the bank sends us the result of the transaction and limited information about it, such as the transaction identifier, the authorisation code and the masked card number. We keep this information as a record of the purchase and to resolve any complaints.

6. Purchase confirmation and electronic tickets

- Tickets are generated only after the bank has successfully confirmed the payment.
- A separate electronic ticket with its own unique code and QR code is issued for each admission purchased.
- After a successful payment, an email with the payment confirmation and the purchased tickets is sent automatically to the email address given in the order. For each ticket the email contains its code and QR code, and the QR codes are also attached as images.
- Tickets are delivered only electronically, to the email address given in the order. We recommend that you also check your spam folder. If you do not receive the email, please contact us.
- If, exceptionally, tickets cannot be issued after a successful payment (for example, because it is later found that the requested tickets are no longer available), the customer receives an email stating that the payment has been recorded and that an additional check is needed. In that case the customer should not pay again — we will contact the customer to resolve the order.

7. QR codes and use of tickets

- One ticket, and therefore one QR code, is valid for one admission of one person.
- Tickets are checked by scanning the QR code at the entrance. A ticket that has already been successfully scanned cannot be used again.

- Anyone who presents a valid, unused ticket at the entrance can use it. For that reason, do not publish your QR code or ticket code, and do not share or forward them to anyone they are not intended for.

8. Event cancellation

If an event is cancelled, customers who purchased tickets are entitled to a refund for their purchased tickets.

We notify customers of a cancellation at the email address given in the order.

9. Event postponement

If an event is rescheduled to a new date, the existing ticket remains valid for the new date, or the customer may request a refund.

The existing ticket is valid for the new date without any further action by the customer. A customer who prefers a refund submits a request as described in section 10.

10. Refunds

- Refund requests are sent to **info@akordmusic.rs**. Customers may also contact us by phone at **+381 61 187 3878**.
- Please include the order number (shown in the email with your tickets) and the email address used for the purchase.
- Refunds for payments made by payment card are made to the same card that was used for the payment. The time it takes for the refunded amount to appear on the customer's account also depends on the card issuer.
- Tickets for which a refund has been made cease to be valid.

11. Complaints and contact

Complaints about a purchase, a payment or tickets can be submitted to info@akordmusic.rs or by phone at +381 61 187 3878. Please include the order number, the email address used for the purchase and a description of the problem. We will reply to your complaint as soon as possible.

12. User responsibility for the accuracy of information

- The customer is responsible for the accuracy and completeness of the information they enter when buying tickets. Please check your email address carefully, as tickets are sent only to that address. If you entered a wrong email address, please contact us.
- It is not permitted to enter false information, submit malicious code, interfere with the operation of the website, attempt to bypass its security measures, or access the administrative area of the website without authorisation.

13. Personal data protection

How we collect and process personal data, including payment data, is described in the Privacy Policy available on the website (akordmusic.rs/docs/privacy-policy-en.pdf).

14. Intellectual property

The Akord Music name, the website's visual identity, texts, design, logos and other content are protected by intellectual property rights unless expressly stated otherwise. They may not be copied, distributed, published or modified without the prior written consent of the rights holder.

15. Links to third parties

The website may contain links to social networks, maps and other external services. The providers of those services are responsible for their content, availability and privacy rules.

16. Limitation of liability

We aim to keep the website available without interruption and event information accurate and up to date, but we cannot guarantee that the website will always operate without interruption or technical errors. This does not affect the customer's rights under sections 8, 9 and 10, or any rights the customer has under applicable law that cannot be limited by agreement.

17. Changes to these terms

We may change these terms from time to time. A new version takes effect when it is published on the website. A purchase is governed by the version of the terms the customer accepted when submitting the order.

18. Contact

PROMOTIONS, BANJSKA BB
Phone: +381 61 187 3878
Email: info@akordmusic.rs

These Terms of Use apply from 30.09.2026.