

Terms and Conditions

The terms and conditions ("Terms") are designed to provide you with information on the services the Rose d'Or AG ("The Company") provide and outline important conditions which apply when using this website, registering and using the payment process.

Ticket Purchase

When you submit a form online you and the company you are acting for, agree to these Terms. If you do not agree with any of the following Terms, you should terminate the process before payment. Please also note that The Company reserves the right to change or modify these Terms at any time without notice to you.

Purchase Policy

Our goal is to enable an easy and efficient payment process for entering a programme into the Film Kiosk or competition, registering a delegate, reserving a booth, purchasing tickets for various events, advertising your programme or company at the festival, etc.

Payment Methods

Registration and payment is a joint process and has to be made via our online registration. Payment can be made by requesting an invoice or by credit card. The internet bill presentments and payment service is provided by Saferpay. Saferpay accepts Mastercard and Visa.

All bills need to be paid before the festival. Delegates will be requested to present a proof of transaction or will need to settle their account upon registration, via credit card.

Registration made by fax, phone or mail (post or electronically) and other means of payment will not be excepted. Only in exceptional circumstances and upon prior notification, will The Company be able to make an exception.

Please send all enquiries to info@rosedor.ch. You must quote your order reference and the date of your transaction in the subject of the mail.

Pricing

Prices are stated directly on the form. Additional fees such as taxes are also stated on the form.

The price on the form is the price due after currency exchange. Please be aware that The Company will under no circumstances pay for the exchange rate.

Availability and Refunds

Tickets and some promotional opportunity options are subject to availability. You will be notified if we are booked out or unable to provide a service. If you have any questions regarding this, please contact: info@rosedor.ch.

The individual refund policy is usually stated directly on the form or in the provided Rules and Regulations. Unless otherwise stated, in the event of cancellation by The Company, we will make every effort to ensure you receive a prompt refund of the face value of the purchase. However you will not be refunded tax, handling charge or postage.

If an event is cancelled, please contact us immediately for information about receiving a refund. If the event was moved or rescheduled, The Company reserve the right to set refund limitations. Contact us for exact instructions : info@rosedor.ch.

Cancellation or changes by the customer

The individual cancellation policy is usually stated directly on the form. Please see: Availability and Refunds.

Please make sure all information is correct, especially dates and times. Third Parties involved prevent The Company from issuing exchanges or refunds after purchase, for wrong dates, lost, stolen, damaged or destroyed tickets. This only refers to printed tickets you have received through the post.

In the event of an illness preventing you from attending the festival or specific events, please contact: info@rosedor.com. The Company will do its best to refund, though proof might be requested.

If you would like to make a change to the details you have supplied, please contact: info@rosedor.ch.

Complaints

If you have a complaint, please address it to mail@rosedor.ch quoting your order reference and the date of the transaction, in the subject of the email.

After Payment

After your payment has been processed you will receive a confirmation of your supplied information and purchase.

Competition: You are requested to copy the confirmation and send it in with your programme signed and stamped.

Film Kiosk Market: You are requested to copy the confirmation and send it in with your programme signed and stamped.

Delegates Registration: You will be able to pick up your delegate package (badge, bag and further information) at the Reception Desk during the Festival. It is advisable that you bring a copy of your confirmation for any eventuality. Please see opening times in the programme.

Booth reservation: Access to the Film Kiosk area will only be granted once you have picked up your festival badge (Delegate, Jury, Speaker, Staff, etc.). Please quote your name at the Film Kiosk Desk. It is advisable that you bring a copy of your confirmation for any eventuality.

Tickets for events: You can pick up your tickets for the events until half an hour before start, at the Reception Desk.

An exception is the Award Ceremony, for which you can pick up your tickets at the Registration Desk until 4.30pm on the day of the ceremony. The ticket office will then be open from 5-7.30pm in the Panorama Foyer, KKL. It is advisable that you bring a copy of your confirmation for any eventuality.

Information We Request Directly From You

Our site's registration forms and order forms, require you to give us contact information (like your name and email address). On the form directly you are advised which information will appear in our publications (Programme Guide, Participants List, etc.).

Additionally, our order forms require financial information (e.g. credit card number). All this information is strictly confidential and is never shared with any third parties, under any circumstances.

How we use Contact Information

Your contact information is used to contact you when necessary in connection with transactions entered into by you on our site. We also use customer contact information in order to send you information, offers or special event information. It is obligatory to include a telephone number on which you can be contacted

regarding your order.

How We Use Financial Information

If you pay online your credit card information goes directly to the credit card company. We do not share financial or unique identifier information with anyone.

Other Sites/Third Party Vendors and their Private Policies

This site may contain links to other sites. The Company is not responsible for the privacy practices or the content of such web sites or for the privacy policies and practices of other third parties.

Our Security Precautions

This site has security measures in place to protect the loss, misuse and alteration of the information under our control. All critical communication (sending online forms and making online payments) is protected by Secure Sockets Layer (SSL). The SSL protocol was developed to enable encrypted, authenticated communications across the Internet. SSL uses public key encryption mechanisms, one of the strongest encryption methods available to protect data sent over the Internet. Customer information sent is not discernible to anyone except the recipient.

If you have any questions or concerns about this privacy statement, the practices of this site, or your dealings with this web site, you can contact us at info@rosedor.ch.

Jurisdiction

Sole jurisdiction for possible disputes is Lucerne. Applicable is Swiss Law.