



**PLEASE NOTE THAT THESE TERMS AND CONDITIONS APPLY TO PURCHASES MADE ONLINE VIA WWW.TATEVER.AM WEBSITE**

In these Terms and Conditions

"We" or "us" or the "Company" means "Estate Management and Administration Company" closed joint-stock company.

"You" means the person placing an order.

The online purchase of "Wings of Tatev" ropeway ticket is strictly subject to the following terms and conditions (the "Ticket Terms"). By purchasing a "Wings of Tatev" ropeway ticket, you agree to be bound by these Ticket Terms and Privacy Policy, enclosed to this Ticket Terms as Annex 1. You also agree to use your ticket in accordance with these Ticket Terms. Please read these Ticket Terms and Privacy Policy, enclosed to this Ticket Terms as Annex 1 carefully before purchasing your tickets.

By completing a booking, the customer confirms that he/she has read and understood the Ticket Terms and the Privacy Policy and agrees to them.

**1. Ropeway services and Purchasing your tickets**

1.1 The Company renders ropeway services from Halidzor Station to Tatev Station and from Tatev Station to Halidzor Station.

1.2 Ropeway tickets may be purchased through the [www.tatever.am](http://www.tatever.am) website (the "Site") using a credit or debit card.

1.3 By completing and submitting an electronic order form through the Site, you are giving an accept.

1.4 We will only be bound by an on-line booking through the Site once your payment is processed and we have sent an email to you confirming your booking, which will result in a binding contract. If you do not receive email confirmation after placing order, please contact via phone: +374 96 46 33 33 or email: [reservations@tatever.am](mailto:reservations@tatever.am).

1.5 We will not be liable if there is a delay, and we will not accept your order if payment is not authorized.

1.6 All prices and fees include applicable value added tax and all other applicable taxes.

1.7 We will not be responsible in the event that you make any error when purchasing your tickets through the Site (including but not limited to selecting the wrong date or time or the wrong number of tickets). Please check that your selection is correct before confirming the booking as tickets cannot be refunded at a later stage. Lost, stolen or damaged tickets will not be replaced.

1.8 The ticket does not guarantee that the ropeway trip will be seated.

1.9 For taking ride at "Wings of Tatev" ropeway, you need to (1) scan electronic version of ticket at the machine using phone or ipad or (2) scan the paper form of the ticket that you print from your email or (3) scan the paper form of ticket that you can receive at the ticket desk by showing on-line ticket purchase confirmation.

**2. Your information**

2.1 We believe that purchasing tickets through the Site is absolutely safe. We use the latest industry standard encryption technology to keep passengers' personal data safe. All ordering information (including names and credit card details) is encrypted for maximum security. Credit card and billing information cannot be read as it travels to our booking system.



2.2 When you purchase your tickets through the Site, we shall collect your information in accordance with our Privacy Policy, enclosed to this Ticket Terms as Annex 1.

### **3. Ticket refund and exchange**

3.1 Once purchased, tickets cannot be refunded.

3.2 If you wish to exchange your Wings of Tatev Aerial Tramway ticket for a different date and/or time, your ticket will be exchanged subject to all conditions listed below:

3.2.1. your ticket will be exchanged free of charge, if

a) you submitted a written request for exchange of ticket via email: [reservations@tatever.am](mailto:reservations@tatever.am) at least 1 (one) day prior to the expected date of ropeway trip;

b) the ticket has not been used;

c) the customer can provide the confirmation code, name of the buyer.

3.2.2. your ticket will be exchanged upon payment of the applicable fee (100 AMD), if

a) you submitted a written request for exchange of ticket via email: [reservations@tatever.am](mailto:reservations@tatever.am) within 14 (fourteen) days after the expected date of ropeway trip;

b) the ticket has not been used;

c) the customer can provide the confirmation code, name of the buyer.

3.3 The date of the new ticket issued to you must be set within 30 (thirty) days following the date of your expected date of ropeway trip.

### **4. Rules of Conduct**

4.1 During the Ropeway trip and in the Ropeway cabins, passengers shall refrain from:

- a) consuming food or beverages
- b) smoking, including electronic cigarettes
- c) damaging property
- d) carrying weapons, explosives, or other toxic, flammable, radioactive, or hazardous materials
- e) bringing animals (except for dogs of decorative breeds that are carried by hand)
- f) creating a situation that threatens the safety, health, or dignity of other passengers and staff.

4.2 Staff may deny entrance to Wings of Tatev Aerial Tramway of passengers who are:

- a) intoxicated or under the influence of drugs
- b) behaving inappropriately
- c) inappropriately dressed for a confined space.

4.3 Children under the age of 12 must be accompanied by an adult on the aerial tramway. Passengers with limited mobility or vision must be accompanied by passengers able to ensure their safety.

4.4 If the aerial tramway stops, please wait for it to resume, remain calm, and follow staff instructions.

4.5 Passengers who violate the rules of conduct set forth in this sec. 4 will be asked to leave the Tatev Gateway premises.

### **5. Other Conditions**



5.1 We reserve the right to change these Ticket Terms from time to time. If this happens, we will notify you by posting the new Ticket Terms for buying tickets online on the Site. If you do not wish to be governed by the revised Ticket Terms, you must not place any further orders.

These Ticket Terms are governed by the Laws of the Republic of Armenia and you and we agree to apply to the Armenian courts should any dispute arise.

If any part of these Ticket Terms is found to be invalid, the rest of them remains valid and enforceable.

## **PRIVACY POLICY ANNEX 1 OF TICKET TERMS**

“Estate Management and Administration Company” closed joint-stock company (the “Company”) is committed to complying with its legal obligations under the applicable laws and General Data Protection Regulation 2016 and to the protection of the rights and freedoms of individuals whose personal data the Company obtains or generates as part of its activities.

The Company renders tramway services and within the scope of such services the Company may process your personal data and the Company takes very seriously the respect and protection of your privacy and security.

### **Collecting and Processing Personal Data**

We collect your data if and when you provide them to us for buy on-line tickets for Wings of Tatev Aerial Tramway. In order for the Company to render tramway services the Company needs to collect personal data from those who would like to buy on-line tickets for Wings of Tatev Aerial Tramway.

The Company is committed to ensuring that the personal data the Company collects and uses is appropriate for this purpose and does not constitute an invasion of an individual’s privacy. This section sets out further details of the types of personal data the Company collects and how it is used by the Company.

The Company uses information held about you in the following ways:

- To sell you tickets of Wings of Tatev Aerial Tramway;
- To render Aerial Tramway services to you, including to arrange your transfer to and from Tatev station;
- To render supportive services to you upon request, such as services of guide or Tatev tour services;
- To provide you with information and support that you request from the Company related to Wings of Tatev Aerial Tramway services and supportive services;
- To carry out Company’s obligations arising from any contracts entered into between you and the Company;
- To allow you to participate in Company’s events and supporting activities, when you choose to do so;
- To provide you with information about Company’s upcoming events, ticket and supportive service prices and projects;
- To send letters, newsletters and information to you;
- To disclose or share your personal data if the Company is under a duty to do so in order to comply with any legal obligation.



The Company may use and disclose the information the Company collects in such a manner as the Company believes to be necessary to enable the Company to render Wings of Tatev Aerial Tramway services and supportive services (if requested). This includes the use of personal data:

- To provide billing, invoicing, payment and legal enforcement;
- To contact you for informing on the Company's other events, ticket and supportive service prices and projects that the Company feels may interest you.

We implement appropriate technical and organizational measures to protect the information we collect and store.

Your personal data will be included in our databases which are hosted internally (in own servers) and (or) externally, through cloud solutions. The list of cloud solutions will be provided to you upon your request (if applicable). The Company processes and stores information on servers located in Armenia.

### **Rights of a Data Subject**

As a data subject you have certain rights which you may exercise if the Company is in possession of, or is processing, your personal data. Specifically:

- **Right of access** – you have the right to request a copy of the information that the Company holds about you.
- **Right of rectification** – you have a right to correct data that the Company holds about you that is inaccurate or incomplete.
- **Right to be forgotten** – you have a right, in certain circumstances, to ask for the data the Company holds about you to be erased from the Company's records.
- **Right to restriction of processing** – where certain conditions apply you have a right to restrict the processing of your personal data.
- **Right of portability** – you have the right to have the data the Company holds about you transferred to another organization.
- **Right to object** – you have the right to object to certain types of processing or to ask to stop or to restrict the processing of your personal data.

To exercise these rights please contact the Company using the contact details set out in the Contact Information section below. If the Company refuses your request under rights of access, the Company will provide you with a reason as to why. You have the right to complain as outlined in the Complaints section below.

### **Basis of Processing Personal Data**

The Company will only process personal data where the Company has a lawful basis on which to do so. The lawful basis on which data is processed will depend on the nature of the information collected and the purposes for which it is used by the Company but will be one or more of following:

- **Consent:** you have provided your consent for the Company to process your personal data for a specific purpose.



- **Contract:** the processing is necessary for a contract you have with the Company or because you have asked the Company to take specific steps before entering into a contract.
- **Legal obligation:** the processing is necessary for us to comply with the Company's legal obligations.
- **Vital interests:** the processing is necessary to protect someone's life.
- **Legitimate interests:** the processing is necessary for the Company's legitimate interests or the legitimate interests of a third party.

For these purposes the Company may collect your personal data including name, email and telephone number.

### **Term for Holding Personal Data**

The Company will only retain personal data for the period necessary to fulfil the purposes for which it is collected and processed, or for such shorter or longer period as may be prescribed by applicable law. Generally, every year by December 31 the Company will delete the personal data collected in the previous year. You may withdraw your consent on processing your personal data by email using Contact Information stated below. Once the Company has received your notification that you have withdrawn consent, the Company will delete your personal data in the databases hosted internally and (or) externally.

### **Contact Information**

In case of any questions or request, please contact via the following email: [info@tatever.am](mailto:info@tatever.am).

### **Complaints**

If you wish to make a complaint about how your personal data is being processed by the Company or how your request has been handled, you have the right to lodge a complaint by contacting [info@tatever.am](mailto:info@tatever.am).