



**BEST WTA 250  
TOURNAMENT  
OF THE YEAR**



## GENERAL TERMS AND CONDITIONS

### Transylvania OPEN

#### I. THE TOURNAMENT AND THE ORGANIZER

**ORGANIZER: MT Management & Events S.R.L.**, a romanian company, based in Cluj-Napoca, Plopilor street, 66-66A, registered at the Cluj Trade Register with no. J12/4637/2021, CIF: RO 44983557 (**"The Organizer"**)

**TOURNAMENT:** Transylvania Open Tournament (hereinafter **"Transylvania Open"** or **"Tournament"**), WTA tennis tournament that will take place in Cluj Napoca between 14 – 22.10.2023.

**LOCATION:** BT arena, Cluj-Napoca (**"Location"** or **"Tournament Area"**)

**PARTICIPANTS:** all persons participating at the Tournament, whether they are Participants with official ticket or are Contractual Partners.

**CONTRACTUAL PARTNER:** an economic operator or other natural/ legal persons who carries out independent commercial activities at the Tournament Area or in the surrounding area, based on a contractual relationship with the Organizer.

#### II. ENTRY POLICY

**! Documents required in order to participate in the Tournament as a spectator (participant): an identity document, a printed or electronic ticket.**

**PURCHASE OF TICKETS** - Participation in Transylvania Open can be done ONLY using an official Ticket.

A number of 100 Full Tournament Tickets will be available for sale. Participants who will purchase the Full Tournament Ticket will have the same place for each day of the Tournament. Participants who do not purchase Full Tournament Ticket will be able to purchase Individual Tickets for each day of the Tournament.

Tickets will be available on [www.entertix.ro](http://www.entertix.ro), <https://transylvaniaopen.ro/>, or at the Location depending on availability. Purchased tickets cannot be returned or replaced

No refunds will be given if the Ticket Buyer or the person - other than the Ticket Buyer - who is legally in possession of the Ticket does not wish to participate or cannot participate in the Tournament for any reason. Loss of the Ticket leads to the loss of the right to participate in the Tournament. However, if the ticketing partner's policy allows for reimbursement, it will be possible, but only on the basis of the conditions imposed by him.

The Organizer reserves the right to change the ticket price without prior notice.



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Qualifying Days, October 14 and 15, will be free of charge, and qualification tickets will be available from September. The Organizer will announce the exact date.

The price of Full Tournament Ticket is 640 lei, and the price of the Individual Tickets is as follows:

Early Bird:

	Unit price
Q1	0
Q2	0
Ziua 1	45
Ziua 2	45
Ziua 3	45
Ziua 4	45
Ziua 5	75
Ziua 6	75
Ziua 7	145

Tickets at full price:

	Unit price
Q 1	0
Q 2	0
Ziua 1	65
Ziua 2	65
Ziua 3	65
Ziua 4	65
Ziua 5	95
Ziua 6	95
Ziua 7	190

**TENNIS MATCH SCHEDULE:** Match Schedule will be displayed on the page <https://transylvaniaopen.ro/> <https://www.facebook.com/transylvaniaopen/> prior to the start date of the Tournament. Match times are subject to change due to weather, television coverage or other delays.

**SPECIFIC PROTECTION RULES AGAINST SARS-VOC-2 (COVID -19):** If necessary, Tournament Participants will comply with all specific rules and measures for protection against SARS-COV-2 (COVID -19).

If necessary, this section will be supplemented with any measures required by state authorities imposed / recomanded on event organizers depending on the evolution of the epidemiological situation, so as to ensure the highest standards for the safety of participants

**! Important: It is forbidden to enter the Tournament with the following objects:**



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\* Drugs; \* Bottles (including perfume bottles or deodorants); \* Backpacks or bags larger than 29cm x 21cm x 12cm; \* Food or beverages; \* Lasers; \* Knives, weapons, blunt objects; \* Animals; \* Shadows (in case of rain it is recommended to use capes); \* Flammable or explosive materials; \* Professional cameras or videos, including any type of DSLR camera \* Any type of object that may injure other Participants or players.

This list is not exhaustive, as the organizer has the right to prohibit access to the Tournament insofar as the object owned by the participant could endanger the safety of other participants / tennis players or would present a danger to the safe conduct of the event.

It is forbidden to enter the Tournament Area with a car, rollers, scooters (including electric ones), skates, bicycles, hoverboards, as well as with other such devices.

**MOBILE PHONES, TABLETS:** It is NOT allowed to use mobile phones near tennis courts during matches. Participants are asked to turn off or set all mobile phones to silent mode during the matches.

**ACCESS IS ALLOWED WITH:**

Compact cameras;  Lighters.  GoPro cameras  Selfie sticks (small and lightweight)  External batteries  Medications;  Insulin;  Drops - medicinal use;  Asthma inhaler spray; Any medicinal product is permitted only if it is accompanied by a medical letter or any other document replacing it and with a maximum daily dose.

The participant agrees to be granted the medical treatment that may be considered appropriate in case of injury, accident or illness during the Tournament and disclaims full responsibility to the Organizer and all persons participating in the provision of such medical treatment for any such actions.

The Organizer is not responsible for the goods of the Participants or for any damage caused to them.

During the Tournament may take place various high-intensity light games or other activities that may harm children or people with epilepsy. Participants who suffer from mental and physical illnesses and who may be affected in any way by loud noises, special visual effects, crowded areas, special sound effects or anything like that will assume full responsibility for any damage they may suffer.

Children under the age of 6 may participate free of charge with the condition of being seated on the same seat as the guarding adult. Children aged 6 or older, at the date of the start of the Tournament, will be required to purchase and present a valid ticket in order to gain access within the Tournament. Minors between the ages of 0 – 13 (including 13 year olds) will be permitted access within the Tournament in the presence and guidance of at least one adult.

**III. PRODUCTS AND METHOD OF PAYMENT IN THE TOURNAMENT AREA.**

A Food & Drink Area will be organized in the Tournament Area.



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In case of acquisition of these services, the contract is concluded directly between the Participant and the Contractual Partner of those Products and Services. Participants expressly confirm that they will not make any claim against the Organizer in connection with the respective Products and Services or in connection with the contract for those Products and Services.

The Participants can pay for the Services and Products in cash or by using credit cards issued by any bank under the logo Visa, Visa Electron, Mastercard, Maestro. If it is possible, we recommend using the card to pay for the products purchased during the Tournament.

Issuing a tax receipt and / or an invoice for the purchased Product / Service, is the responsibility of the merchants (Contractual Partners).

#### **IV. BEHAVIOR DURING THE TOURNAMENT**

***Movement during matches*** - The movement of the spectators is limited only in the breaks of the games (ie change, set break and between matches).

No credentialed person or ticket holder may continually collect, disseminate, transmit, publish or release from the grounds of the tournament any match scores or related statistical data during match play (from the commencement of the match through its conclusion for any commercial, betting, or gambling purpose). The continual use of laptop computers or other handheld electronic devices within the confines (spectator area) of the tournament match courts is prohibited. The exception to this provision is properly credentialed media tournament vendors and tournament staff when used in the performance of their duties.

Unauthorized access to tennis courts or other restricted areas is not permitted.

Participants have the obligation to refrain from any actions, statements or behavior that may endanger the life, health or physical integrity of others or that may violate their personal rights. Any form of economic, commercial or advertising activity in the Tournament Area without the prior written permission of the Organizer is prohibited.

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The use of substances classified as drugs under applicable law is prohibited.

In the Tournament Area the participants will respect and not damage or destroy the environment, green spaces and any constructions, being solely responsible for the damage caused.

The Organizer has the right, with immediate effect, to prohibit the access of a Participant to the Tournament Area in whole or in part or to invite the Participant to leave the premises in case of violation of this Regulation or a law in force in Romania.



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## **V. PHOTO, VIDEO RECORDS DURING THE TOURNAMENT**

The Organizer has the right to the image of the entire Tournament and can use the photo and video images, made by both its own staff and Participants, in various materials made during the Tournament / related to the Tournament

All Participants accept and acknowledge that the Organizer, Contract Partners, its associates, members of the media, and other Third Parties can make audio and image recordings of the Tournament. Therefore, all Participants, by virtue of their participation in the Tournament and by acknowledging these GTC grant the Organizer the express permission to record and publish their image, appearance and actions from the Tournament.

All Participants accept and acknowledge that the Organizer may record the Tournament, make copies and distribute them through image media, broadcast or make them public in any other way and may do so repeatedly, including by informing the public regarding the Tournament by means of data transmission by cable or by any other means (eg. via YouTube or other social media platform), so that members of the public can individually choose the place and time of access.

Participants who do not wish to appear in such images may ask the Organizer (s) who take photos / record not to be caught in the images or delete these records.

Participants have the right to make audio and image recordings during the Tournament, but only with the help of a non-professional equipment (mobile phone or tablet). Participants may not, without the prior consent of the Organizer, sell, use in exchange for a price or use free of charge, but for commercial purposes, the image and voice recordings they have made, to identify the Participants listed in those records without their agreement, or to violate the personal rights of the respective Participants.

The Organizer is not responsible for the violation of the above rules by other Participants. The Organizer reserves the right to establish areas / locations with prohibited photography / filming.

In case of non-compliance, the Organizer has the right to confiscate the camera / video by the end of the Tournament and to delete those records.

## **VI. INTELLECTUAL PROPERTY RIGHTS**

The posts on the web pages of the Organizer as well as various types of social media platforms in the Tournament Area such as but not limited to: images, texts, graphics, symbols, logos, databases, etc. are the property of the Organizer and / or its Contractual Partners.

Participants may not use, copy, modify, distribute, publish or incorporate in other documents or materials such markings / information in any form for the purpose of obtaining income without the prior written and express consent of the Organizer and / or its Contractual Partners.

## **VII. PERSONAL DATA**



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The Organizer processes personal data in compliance with the requirements of EU Regulation 2016/679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data ("GDPR").

The Organizer will manage in safe conditions and only for the specified purposes, the personal data of the data subjects, respectively, of the users of the Site ( <https://transylvaniaopen.ro> ) as well as of the Participants. For more information, open the Privacy Policy in the dedicated section of the Tournament web pages.

## **VIII. DISPUTES**

Any conflict between the Organizer and its customers as a result of participating in the Tournament will be resolved amicably. If this is not possible, the settlement of disputes is within the competence of the Romanian courts at the Organizer's headquarters.

## **IX. FORCE MAJEURE**

In cases of force majeure (as defined by the Romanian Civil Code), or in the case that the Organizer decides to make program changes to the Schedule of the Tournament or even in the event of canceling the Tournament in exceptional circumstances, or if the authorities request / recommend the suspension or closure of the Tournament, the Organizer will not be liable in any way to the Participants for these decisions. In any of the aforementioned situations, the price paid for the purchase of tickets WILL NOT BE REFUNDED and the Organizer is not obliged to compensate any buyers of the tickets. Any buyers of tickets fully acknowledges that these situations are beyond the Organizer's control and therefore in the event of cancellation or postponement of the Tournament, the tickets can not be returned and buyers will not be refunded.

## **X. GENERAL TERMS AND CONDITIONS APPLICATION**

These General Terms and Conditions ("GTC") will apply to all Tournament participants.

These GTC present the rights and obligations arising from participation in the Tournament and the relationships established between the Organizer and Participants during the Tournament, the latter being obliged to respect them. Their application will help to ensure the safety and comfort of all.

By participating in the Tournament, the Participants declare that they have read and understood these GTC, committing themselves to comply with them, the Organizer having the right to control compliance with the GTC.

GTC are valid from the date of their publication until the date of modification by the Organizers. The participants agree that the Organizer has the right to unilaterally modify these GTC, without prior notice to them. If GTC changes, those changes take effect immediately upon publication on the Site.



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The Organizer states that GTC can be changed after online registration, even immediately before the Tournament.

The Organizer does not assume responsibility for any damage (material or physical) caused by non-compliance with the Regulation and is entitled to address the persons responsible for repairing the damage suffered as a result of their violation (including image damage - damage to reputation).