CNSO & PRAGUE PROMS

Terms and Conditions

Effective from 8 October 2026

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1. Introductory provisions

1.1. The following Terms and Conditions (hereinafter referred to as "Terms and Conditions") of ČNSO & Prague Proms, o. p. s., with its registered office at Těšínská 600/4, Troja, 181 00 Prague 8, ID No.: 243 08 544, VAT No.: CZ24308544, registered with the Municipal Court in Prague – file No.: O 932, govern, in accordance with the provisions of Section 1751 (1) of Act No. 89/2012 Coll., Civil Code (hereinafter referred to as the "Civil Code"), the mutual rights and obligations of the parties arising in connection with or on the basis of a purchase agreement concluded between the Seller and another natural or legal person at the sales outlets of ČNSO & Prague Proms, o. p. s. and through online ticket sales on the websites www.cnso.cz, www.pragueproms.cz, www.loopjazzclub.cz (hereinafter referred to as "websites").

1.2. "Visitor" refers to a person who has concluded a purchase agreement with ČNSO & Prague Proms, o. p. s. for a ticket in printed (hereinafter referred to as "Ticket" or "Subscription Ticket") or electronic form (hereinafter referred to as "eTicket").

1.3. By purchasing a ticket or attending a concert, the Visitor agrees to comply with these Terms and Conditions. The Terms and Conditions are binding for both parties. The version of the Terms and Conditions in force on the date of payment of the purchase price shall prevail.

1.4. The wording of the Terms and Conditions may be amended or supplemented by ČNSO & Prague Proms, o. p. s.

2. Purchasing of tickets

2.1. The Visitor can purchase tickets from the box office of ČNSO & Prague Proms, o. p. s. (Těšínská 600/4, Troja, 181 00 Prague 8), on the websites (www.cnso.cz, www.pragueproms.cz and www.loopjazzclub.cz), at the box office of the Municipal House (nám. Republiky 5, 111 21 Prague 1) and in the official sales network ColosseumTicket.cz, Via Musica, GoOut, Classictic and Prague Experience.

2.2. The Visitor can pay for tickets online (MasterCard, MasterCard Electronic, Maestro, Visa, Visa Electron, American Express, JCB Cards, V Pay and Diners Club International), by bank transfer (only in the Czech Republic), cash on delivery (only in the Czech Republic) and in cash or by card at the box office. Tickets can be collected in person at the ČNSO & Prague Proms, o. p. s. headquarters by prior telephone arrangement only. Cash on delivery and sending tickets by post are subject to one-off handling fees, which are listed on the website.

2.3. A Gift Voucher or Coupon issued by ČNSO & Prague Proms, o. p. s. can be used to pay for tickets, see Articles 5 and 6.

2.4. Benefit vouchers, online benefit orders and electronic benefit payment cards can be used to pay for tickets, see Article 7.

2.5. ČNSO & Prague Proms, o. p. s. does not assume responsibility for invalid tickets purchased on ticket resale platforms (e.g. Viagogo) and other locations which do not form part of the official sales network. Often these portals sell invalid tickets at unreasonably high handling fees. This is an unfair business practice.

2.6. The Visitor may purchase a maximum of 8 tickets per booking.

2.7. Tickets may be reserved for purchase at a later date. The due date is indicated in the email confirmation of the order. In the four hours before a concert starts, tickets can only be purchased at the box office.

2.8. The Visitor is obligated to verify the location of their seat in relation to the stage and the contact details provided prior to purchasing a ticket. Following purchase of the ticket, the Visitor is obligated to check the accuracy of the information on the ticket. Claims submitted at a later date will not be taken into consideration.

2.9. By purchasing a ticket, the Visitor agrees to comply with the Visitor Rules, see Article 10, and to the use of personal data, see Article 11.

3. Subscription tickets

3.1. A subscription will secure a permanent seat at all subscription concerts during the season and a discount of approximately 35% compared to the purchase of individual tickets.

3.2. Subscription tickets are transferable.

3.3. Subscription tickets are not sold for either the organ gallery or the standing gallery in the Smetana Hall of the Municipal House.

4. Electronic tickets

4.1. No handling fee is charged to the Visitor when purchasing an eTicket.

4.2. To pay for an eTicket, the Visitor is redirected to a secure payment gateway. ČNSO & Prague Proms, o. p. s. does not assume responsibility for the payment process in the payment gateway.

4.3. Once payment of the eTicket is complete, the Visitor will be sent an order confirmation via email. A PDF eTicket is sent as an attachment to the email message. The email message itself does not replace the ticket.

4.4. The eTicket may be presented in either paper or electronic form for checking on entry to the venue.

5. Gift Vouchers

5.1. Only Gift Vouchers issued by ČNSO & Prague Proms, o. p. s. may be used to pay for a ticket.

5.2. You can buy Gift Vouchers online (www.cnso.cz, www.pragueproms.cz) or in person (only at the ČNSO & Prague Proms, o. p. s. headquarters by prior telephone arrangement). Gift Vouchers are issued in paper and electronic format.

5.3. The validity period is indicated on the Gift Voucher. It is not possible to extend the validity period.

5.4. Gift Vouchers can be redeemed in person (only at the ČNSO & Prague Proms, o. p. s. headquarters by prior telephone arrangement) or online (by entering the Gift Voucher number in the online booking basket).

5.5. Gift Vouchers cannot be exchanged for cash.

5.6. Multiple Gift Vouchers may be used for one purchase. Gift Vouchers can only be redeemed once, and in full. It is recommended that the Gift Voucher is used for tickets of the same or a higher value. Any unused credit from the Gift Voucher will not be refunded. Additional payment of the ticket price above the Gift Voucher value is possible.

5.7. Forgery of Gift Vouchers is a criminal offence.

6. Coupons

6.1. Coupons issued by ČNSO & Prague Proms, o. p. s. for a cancelled or postponed concert can be used to pay for tickets.

6.2. The Coupon is valid for one year. Extension of validity is not possible.

6.3. Coupons can be redeemed in person (only at the ČNSO & Prague Proms, o. p. s. headquarters by prior telephone arrangement) or online (by entering the Coupon number in the online booking basket).

6.4. Coupons cannot be exchanged for cash.

6.5. Multiple Coupons may be used for one purchase. Coupons may only be used once, and in full. It is recommended that Coupons are used for tickets of the same or a higher value. Any unused credit on Coupons will not be refunded. Additional payment of the ticket price above the Coupon value is possible.

6.6. Forgery of Coupons is a criminal offence.

7. Benefit programmes

7.1. To pay for the ticket, you can use printed vouchers, online orders and electronic payment cards from the following companies: UP.cz (Unišek, Unišek +, Cadhoc, eBenefity), Pluxee, Edenred, Benefit Plus or Benefity.

7.2. In-person collection of tickets at the ČNSO & Prague Proms, o. p. s. headquarters is by prior telephone arrangement only.

8. Discounts

8.1. The Visitor is obligated to claim any right to a discount prior to purchasing a ticket. Any subsequent claims for a discount will not be considered. Discounts cannot be combined.

8.2. Discount for subscribers: subscribers qualify for a 35% discount on all other concerts organised by ČNSO & Prague Proms, o. p. s. The discount can be applied to a maximum of 6 tickets.

8.3. ZTP and ZTP-P disability card holder discounts: Holders of a ZTP disability card (1 person) and ZTP-P disability card holders (1 person + 1 accompanying person) are entitled to a 50% discount. Discounts can be obtained in person at the Municipal House, at the ČNSO & Prague Proms, o. p. s. headquarters, by telephone or by email. Upon entering the concert hall, the organiser reserves the right to request, in addition to the ticket, the relevant disability card entitling the holder to the discount.

8.4. PREMIUM RB CLUB: PREMIUM RB CLUB card holders qualify for a 10% discount off the basic ticket price.

9. Ticket use

9.1. Purchased tickets cannot be returned or exchanged.

9.2. No compensation is provided for tickets that have been lost.

9.3. Any subsequent alterations will render the ticket invalid.

9.4. Forgery of tickets is a criminal offence. The organiser is not responsible for any issues resulting from unauthorised use or copying of a ticket.

9.5. Admission will only be granted on the basis of the ticket presented for inspection first. Any subsequent ticket or copy of a ticket presented will be disregarded and entry will not be permitted on the basis of that ticket.

10. Visitor rules

10.1. Visitors to events are prohibited from bringing dangerous and bulky items or narcotics into the venue. Outerwear and personal luggage are to be left in the designated area (cloakrooms).

10.2. Visitors are requested to maintain the convention of formal attire.

10.3. Visitors are required to hold a ticket in their possession at all times while attending the concert and to present it at any time when requested to do so by the organiser.

10.4. Visitors are entitled to occupy the seat number as shown on their ticket only.

10.5. Visitors who arrive once the concert has started will lose the right to their seat in the hall and will be seated as directed by the organiser in the nearest available seats.

10.6. Photography or recording of any kind is prohibited during the concert.

10.7. Visitors may only consume food and drink in the designated areas.

10.8. By purchasing a ticket, Visitors consent to the making and publication of audio-visual recordings of the event which may capture performers and audience members.

11. Protection of personal data

11.1. The processing of personal data of each Visitor in connection with the purchase agreement concluded between ČNSO & Prague Proms, o. p. s. and the Visitor takes place in accordance with generally binding legal regulations.

11.2. The personal data of the Visitor is strictly confidential and processed solely for the purpose of the contractual relationship – ticket sales, or for handling complaints or providing information about a cancelled concert.

11.3. Data used to carry out payments for eTickets is provided directly to companies operating secure Internet payment gateways. ČNSO & Prague Proms, o. p. s. does not have access to this data.

11.4. The website uses cookies to ensure necessary functionality and also to analyse traffic. Visitors can adjust cookies in settings or accept all cookies. All data is fully anonymised and it is not possible to identify Visitors from this.

12. Complaints policy

12.1. If an event is cancelled, Visitors may claim a refund of the admission fee from ČNSO & Prague Proms, o. p. s., Těšínská 600/4, Troja, 181 00 Prague 8, ID No.: 243 08 544, VAT No.: CZ24308544, tel.: +420 774 377 523, email: ticket@cnso.cz.

12.2. Money for tickets purchased online on the Internet is refunded via cashless transaction.

12.3. Tickets purchased in person at the box office (by card or in cash) are refunded at the same point of sale where they were purchased.

12.4. Money for tickets purchased from official ticket outlets is refunded only from the ticket outlets where these tickets were purchased.

12.5. The programme and performers are subject to change.

12.6. ČNSO & Prague Proms, o. p. s. shall not be liable for any failure to fulfil its contractual obligation in the case of force majeure, when its fulfilment is prevented by a circumstance that was unforeseeable at the time of the conclusion of the purchase agreement and the contracting party was unable to influence, avert or overcome it.

13. Final provisions

13.1. These Terms and Conditions apply for all contracts concluded between ČNSO & Prague Proms, o. p. s. and the Visitor.

13.2. These Terms and Conditions are drawn up in Czech and English.

13.3. ČNSO & Prague Proms, o. p. s. reserves the right to change these Terms and Conditions at any time. Any amendments and their effectiveness will be published on its website.