

TriPass Terms & Conditions

1. Introduction

This page sets out the terms on which you may make use of our website <http://www.tripass.com.tr/> ("our site") whether as a visitor or as a TriPass customer. By using our site you indicate that you accept these Terms and agree to abide by them. If you do not agree to these Terms please refrain from using our site.

2. Information about us

2.1 <http://www.tripass.com.tr> is operated by FIRSATME Bilgi Teknolojileri ve Turizm A.S. (TRIPASS). We are registered in Istanbul, Turkey.

2.2 If you have any questions about our site or these Terms please email: contact@tripass.com.tr

3. OTHER TERMS

These Terms are to be read in conjunction with the following additional documents: TriPass Istanbul's Privacy Policy which sets out the terms upon which we process your personal data; TriPass Istanbul's Cookie Policy which explains about cookies on our site; and TriPass Istanbul's Purchase Terms & Conditions and End User Licence Terms which govern the terms of purchase and use of TriPass Istanbul and TriPass Istanbul App.

4. Accessing our site

4.1 Access to our site is permitted on a temporary basis and we reserve the right to withdraw or amend access without notice. We will not be liable if for any reason our site is unavailable at any time or for any period.

4.2 From time to time we may restrict access to some parts of our site or to the entire site to customers only.

4.3 You are responsible for making all arrangements necessary for you to have access to our site. You are also responsible for ensuring that all persons who access our site through your internet connection are aware of these Terms and that they comply with them.

4.4 We aim to update our site regularly and may change the content at any time. If the need arises we may suspend access to our site or close it indefinitely. Any of the material on our site may be out of date at any given time and we are under no obligation to update such material. We may also revise these Terms at any time. Some of the provisions contained in these Terms may also be superseded by provisions or notices published elsewhere on our site.

4.5 You may only use our site for lawful purposes. You may not use it in any way that breaches any applicable local, national or international law or regulation or for any unlawful or fraudulent purpose.

4.6 Any username and password issued to you is personal to you, so that you can use and access the site and must not be disclosed to any third party without TriPass Istanbul's prior written consent. You are responsible for maintaining the confidentiality of your password and account information and you are responsible for all activities that occur under your password as a result of your access to the site. Please notify us immediately of any unauthorised use of your password or account.

5. Intellectual property rights

5.1 We are the owner or licensee of all intellectual property rights in our site and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved and no part of the site may be copied, adapted or published without TriPass Istanbul's prior written permission.

5.2 Our status (and that of any identified contributors) as the author of material on our site must always be acknowledged.

5.3 TriPass is a Turkey registered trade mark of TRIPASS.

6. Liability

6.1 Commentary and other materials posted on our site are not intended to amount to advice on which reliance should be placed. We therefore disclaim all liability and responsibility arising from any reliance placed on such materials by any visitor to our site or by anyone who may be informed of any of its content. Opinions expressed on this web site are no more than honest comment of the authors and are not the opinions of the Publishers.

6.2 The material displayed on our site is provided without any guarantees, conditions or warranties as to its accuracy. If you believe that the content of any information is unlawful or unacceptable please notify TriPass with details.

6.3 Nothing in the clause affects our liability for death or personal injury arising from our negligence, nor our liability for fraudulent misrepresentation, nor any other liability which cannot be excluded or limited by law.

7. Viruses etc

7.1 You may not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs and/or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which it is stored or any server, computer or database connected to our site. You must not attack our site via a denial or distributed denial of service attack. We will report any breach of this provision to the relevant law enforcement authorities and we will co-operate with them by disclosing your identity to them.

7.2 We will not be liable for any loss or damage caused by a denial of service attack, virus or other technologically harmful material that may infect your computer equipment, computer programmes, data or other proprietary material due to your use of our site, or to the downloading of any material posted on it or on any website linked to it.

8. Linking to or from our site

8.1 You may link to our home page provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it, but you must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists. You must not establish a link from any website that is not owned by you.

8.2 Our site must not be framed on any other site, nor may you create a link to any part of our site other than the home page without written consent. We reserve the right to withdraw linking permission without notice.

8.3 Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources and accept no responsibility for them or for any loss or damage that may arise from your use of them.

General Conditions

TriPass is a ticket distributor and not an event organizer or “provider” as described in the Consumer Protection Law. Thus, TriPass Istanbul’s responsibilities are limited to those that are regarding sales and distribution of tickets. TriPass Istanbul cannot be held liable for any loss or damages that may occur about, by or around the event / attraction / show / services provider (hereby “Attraction”). Tickets either physical or electronic cannot be resold. TriPass Istanbul is not responsible for lost or damaged tickets.

Attractions

Terms & conditions may differ from one attraction to another. TriPass Istanbul customers also agree with the Attractions’ terms & conditions (can be found on the web-site of each attraction) as they make their TriPass Istanbul purchases. Opening times and service times may fluctuate from time to time and users of this web-site are recommended to check directly with the attraction concerned.

TriPass Istanbul will make reasonable efforts to maintain the consistency of the products and packages; but participating Attractions may be withdrawn from packages at any time. In such cases, TriPass Istanbul will either replace it or refund the customer for the Attraction concerned. TriPass Istanbul will not be responsible for any loss, damage, expense or inconvenience regarding the changes in the products and packages. Holders of TriPass Istanbul accept that they visit Attractions included in their passes at their own risk.

Returns & Cancellations

All orders can be cancelled for a 100% refund up to 30 business days before you start using TriPass Istanbul. TriPass Istanbul physical card and “activated” digital TriPass passes are non-refundable.

For all returns and cancellations you can contact us via e-mail (contact@tripass.com.tr), phone (+90 850 305 11 30) and chat on our web-site (www.tripass.com.tr).