



TERMS AND CONDITIONS OF SALE AND BOOKING OF TICKETS AT THE TEATR WIELKI – POLISH NATIONAL OPERA IN WARSAW

The document sets out the terms and conditions of sale and booking of tickets to artistic events held at the Teatr Wielki – Polish National Opera save for subscription packages and online tickets.

§1 Definitions

For the purposes of these Terms and Conditions, the following definitions apply:

1. The Theatre – Teatr Wielki – Polish National Opera, state artistic institution RIK No. 47/98,
2. Terms and Conditions – the document setting out the terms and conditions of sale and booking of tickets to artistic events held at the Teatr Wielki – Polish National Opera save for subscription packages and online tickets,
3. Event – any artistic event held at the Theatre to which tickets are available through the Theatre's ticket sales system,
4. Ticket Service – the ticket services of the Teatr Wiekł – Polish National Opera,
5. Member of the Audience – a member of the audience attending an Event.

§2 Attending A Performance

1. Purchasing a ticket to an Event is tantamount to accepting these Terms and Conditions.
2. The Theatre reserves the right to make repertoire and casting changes.
3. If you hold a concessionary ticket, you will be asked to document your eligibility when entering the Theatre. Failing to present a valid proof of eligibility, you will be denied entry to the Event without the right to demand a refund. You may decide to pay the reminder of the entry fee at the box office before the start of the Event, yet must accept the resultant risk of coming late to the performance and suffering other inconvenience.
4. Minors must attend Events with a guardian, except for educational Events dedicated to children and special events. In the case of such Events, the presence of a minor without a legal guardian at the Event is tantamount to the guardian's consent to the minor's attending the Event. The guardian takes full responsibility for the minor's actions. A member of the audience who disturbs others during a performance may be asked to leave the auditorium without the right to demand a refund.
5. Events start punctually. Latecomers will be admitted to the auditorium only during the intermission, if one exists. Latecomers who have not been admitted to the auditorium are not eligible for a refund.
6. Eating or drinking in the auditorium is strictly forbidden.
7. While in the auditorium, members of the audience are obliged to turn off sound in their mobile phones, electronic watches or any other devices that may emit sound or light.
8. Audio recording, photographing or filming during Events in strictly forbidden.
9. Smoking is prohibited everywhere in the opera house.
10. Members of the audience who do not follow instructions from the Theatre's staff, have breached these Terms and Conditions or endangered other members of the audience will be asked to leave the opera house without the right to demand a refund or have the tickets replaced. If an Event is interrupted as a consequence of a member of the audience's actions that violate these Terms and Conditions, he or she will pay the resulting costs. The Theatre reserves the right to refuse entry to a ticket holder due to security reasons or in the event that the ticket holder is intoxicated or is believed to possess a weapon or other potentially harmful objects.
11. The Theatre reserves the right to change these Terms and Conditions. Any changes hereto come into force after the lapse of a period specified by the Theatre, which cannot be less than 14 days of the date of the change's publication on the Theatre's website at www.teatr Wielki.pl. Orders submitted before the commencement date are processed according to the provisions in force on the date when the order was submitted.
12. The Theatre reserves the right to introduce different terms and conditions of booking tickets to selected Events as part of sales promotion activities designed on a case by case basis.

§3 Single Ticket Bookings

1. You may book single tickets with the Ticket Service from Monday to Friday, from 9 am to 7 pm, either in person or by calling (+48 22) 826 50 19 or (+48 22) 692 02 08. In July and August as well as on days directly preceding or following public holidays, the working hours may be changed.
2. When booking a ticket you will be asked to provide your full name, telephone number, and e-mail address. The personal data will be used by the Teatr Wielki – Polish National Opera exclusively for the purpose of handling the booking effectively (e.g. sending a booking confirmation, informing about repertoire changes), to which you are understood to agree when making the booking.
3. You may book a ticket 30 days before the date of the Event at the latest.
4. Tickets must be purchased within 30 days of the booking date. If this is not possible due to the booking date being too close to the date of the Event, the Ticket Service may set a different deadline, falling, however, no later than 14 days before the date of the Event. If you fail to buy booked tickets by the applicable deadline, the booking is cancelled and the tickets go on sale.
5. Payments may be made in cash or by card at the box office or by bank transfer. If you pay by bank transfer, please provide the booking number and your name in the transaction's details. The date when the payment is credited to the Theatre's account is considered the purchase date.
6. The Theatre reserves the right to change the deadline for purchasing tickets to selected Events.
7. In every event, the number of bookable tickets for an Event is limited and does not exceed 50% of all tickets available for sale.

§4 Group Bookings

1. You may make a group booking with the Ticket Service from Monday to Friday, from 9 am to 7 pm, in person or by calling (+48 22) 826 50 19 or (+48 22) 692 02 08. In July and August as well as on days directly preceding or following public holidays, working hours may be changed.
2. A group booking is a booking of at least 15 tickets for the same Event made by the same person, company or organisation.
3. Group bookings must be confirmed in writing. A group booking order may be downloaded from www.teatr Wielki.pl.
4. The order must be submitted the Ticket Service within 2 working days of making the booking, by e-mail to bow@teatr Wielki.pl, fax (+48 22) 826 02 68 or in person, otherwise the booking will be cancelled.
5. You must purchase the tickets covered by the group booking within a period arranged with the Ticket Service, no later, however, than 30 days after making the booking, otherwise it will be cancelled.
6. Payments may be made by bank transfer to the Theatre's bank account as specified in the booking confirmation, or in cash or by card at the box office. If you pay by bank transfer, please provide the booking number and your name in the transaction's details. The payment will be considered effective when the sum due is credited to the Theatre's account.
7. Having purchased tickets, you may collect them at the box office at any time before the day of Event. However, with the view to suit customer convenience, we would appreciate if you collected your tickets no later than half an hour before the curtain-up. The Theatre does not ship or deliver tickets.

§5 Sale

1. Single and group tickets may be bought directly at the Theatre's box office from Monday to Friday from 9 am to 7 pm, and on Saturdays and Sundays from 11 am to 7 pm. In July and August as well as on days directly preceding and following holidays the working hours may be changed.
2. The box office accepts payments in cash or by card. The Theatre does not take responsibility for any card payment breakdowns on the part of the payment system operator.
3. VAT invoices are issued on request. The request must be submitted within 3 months as of the end of the month when the goods were delivered or services performed based on the receipt.
4. Tickets may also be bought online 24 hours a day, 7 days a week, exclusively on the Theatre's website at www.teatr Wielki.pl. The terms and conditions of online sale of tickets are specified in a separate document.
5. The Theatre offers regular, concessionary and rash tickets.
6. Concessions and eligibility:
 - a. 20% off the regular price – children aged 7 years or younger; students aged 26 or younger; pensioners; disabled persons; persons aged 70 and older
 - b. 30% off the regular price of a group booking – schools; schools of higher education; juvenile rehabilitation centres; care homes; associations of disabled people; associations of pensioners
 - c. 75% off the regular price – students of ballet schools, schools of music, music collages and musicology departments, subject to 7 below
 - d. 25% off the regular price – holders of Karta Dużej Rodziny (Big Family Card)
7. The price of a concessionary ticket cannot be lower than:
 - the price of a ticket in the cheapest pricing zone in the Moniuszko Auditorium for Events held at the Moniuszko Auditorium,
 - the price of a rush ticket for Events held at the Młynarski Hall and other venues at the Theatre.
8. Persons eligible for concessions are required to present a proof of their eligibility when entering the Theatre.
9. Rush tickets are on sale for an hour before the curtain-up, provided that there are free seats available in the auditorium.
10. The Theatre reserves the right not to sell concessionary tickets to selected Events.
11. The Theatre reserves the right to sell tickets to selected Events as part of sales promotion activities designed on a case by case basis.
12. The Theatre reserves the right to launch and call off sales promotion activities.

§6 Returns

1. Single tickets purchased at the Theatre's box office may be returned no later than 7 days before the date of the Event, excluding the actual day of performance.
2. All or any tickets bought as part of a group booking may be returned no later than 21 days before the date of the Event, excluding the actual day of performance.
3. To return a ticket, you need to present it at the box office together with the receipt or invoice, and completed Return Form.
4. The following cancellation fees apply:
 - 10% of each ticket's nominal value in the case of returns made 90 days before the date of the performance and earlier
 - 20% of each ticket's nominal value in the case of single tickets returns made 7 days before the date of the performance or later and group ticket returns made 21 days before the date of the performance or later.
5. Refunds are made using the same method as the original payment.
6. If an Event is cancelled by the Theatre, you may get a full refund within 2 months of the original Event date, however, no later than on 30 June.
7. Returns of unused tickets to Events that have already taken place or that have started will not be accepted.
8. The Theatre reserves the right not to accept returns of tickets to selected Events.
9. The Theatre does not exchange tickets. If you want to exchange a ticket, you need to return the original ticket, in which case cancellation fees set out in 4 above apply.
10. A casting change does not provide grounds for a refund, waiving the applicable cancellation fee, or moving the deadlines for ticket returns.
11. The Theatre reserves the right not to cover the cost of transport in the event that an Event is cancelled due to causes beyond the Theatre's control, such as national mourning, performer's illness, unfavourable weather conditions, etc.

§7 Wheelchair users

1. The Moniuszko Auditorium is accessible for wheelchair users.
2. Due to the specific character of the Młynarski Hall and Redutowe Rooms, please consult the Ticket Service before booking or buying wheelchair places in these venues. Due to technical and security reasons, the Theatre reserves the right not to sell tickets to wheelchair users to Events held in these venues.
3. You may book a wheelchair place with the Ticket Service from Monday to Friday, from 9 am to 7 pm, either in person or by calling (+48 22) 826 50 19 or (+48 22) 692 02 08. In July and August as well as on days directly preceding or following public holidays, the working hours may be changed.
4. The price of a ticket for a wheelchair user is the same as the price of a ticket to the Event in the cheapest pricing zone.
5. Places for wheelchairs may be booked no later than 7 days before the Event. For technical reasons, the number of wheelchair places in limited.
6. For technical and security reasons, wheelchair places may not be available in the case of selected Events.

§8 Privacy Policy

1. The Theatre is the administrator of the Buyer's personal data during the booking and buying of tickets.
2. Buyers provide their personal data voluntarily in the process of booking and buying tickets, which is tantamount to their consent for the data to be stored and processed in order to carry out the order, contact the Buyer, book and sell tickets.
3. The storing and processing of personal data is conducted in accordance with the security requirements of the Polish Act on Personal Data Protection of 29 August 1997 (Dz.U. 2005, item 2135).
4. All personal data provided by Buyers are protected and will be used only for the purposes stipulated in these Terms and Conditions and within their scope.
5. Buyers agree for the Theatre to handle their personal data in all and any way permissible under the existing law for the purposes stipulated in these Terms and Conditions. In particular, the Theatre has the right to save, store and delete the personal data of Buyers.
6. The Theatre provides Buyers with a free and unobstructed access to their personal data, and guarantees their right to request that the processing of the data be ceased.

§9 Final Provisions

1. These Terms and Conditions are available at www.teatr Wielki.pl and at the Theatre's box office.