

**RULES AND REGULATIONS**  
concerning the sale of subscriptions  
to Teatr Wielki – Polish National Opera  
in the 2019/2020 season

**I. SCOPE**

The aim of this document is to set out the rules and regulations of the sale of Subscription Packages offered in the 2019/20 season by Teatr Wielki – Polish National Opera, in particular by defining their types, prices, and conditions of sale.

**II. DEFINITIONS**

**Current Season** – the artistic season that starts on 1 September 2019 and ends on 31 August 2020;

**Subscription package ticket** – a ticket issued as part of a Subscription Package and marked with an inscription or stamp that reads "Abonament" (Subscription);

**Subscription Package** – a package of tickets for specific performances throughout the Current Season. Subscription holders are offered seats in zones I–V, leaving out the cheapest zone VI, in the Moniuszko Auditorium and zones I–III in the Młynarski Hall. Subscription holders may be offered different seats than mentioned above in the event that a performance is taking place outside of Teatr Wielki;

**Rules and Regulations** – the rules and regulations regarding Subscription Packages and their sale in the Current Season;

**Terms and Conditions of Bookings and Sale of Tickets and Merchandise** – terms and conditions introduced under the Decision of the Director of Teatr Wielki – Polish National Opera available on [www.teatr Wielki.pl](http://www.teatr Wielki.pl);

**Theatre** – Teatr Wielki – Polish National Opera in Warsaw.

**III. TYPES OF SUBSCRIPTION PACKAGES**

1. The following Subscription Packages are available in the Current Season:

**(a) New productions**

Tickets to all new opera and ballet productions opening on the main stage (5 productions):

Lost Souls

Halka

Le Corsaire

Medea

Werther

**(b) The Many Faces of Poland** (6 opera and ballet productions):

Halka (Poznań Opera House)

Manru

The Haunted Manor

Halka\*

Halka (Vilnius version)

Notre Chopin

**(c) The Many Faces of Europe** (4 opera and ballet productions):

The Lady of the Camellias

Halka\*

Medea\*

Werther\*

**(d) The Many Faces of Women** (6 opera productions):

Tosca

Madama Butterfly

Halka\*

Carmen

La Traviata

Medea\*

**(e) The Many Faces of Men** (6 opera productions):

Nabucco

Rigoletto

Manru

The Fiery Angel

The Magic Flute

Werther\*

**(f) Ballet: Our classics** (6 ballet productions):

Swan Lake

Lost Souls\*

The Nutcracker and the Mouse King

The Lady of the Camellias

Notre Chopin

Le Corsaire\*

**(g) 11th Days of Dance (16–24 November 2019)** (4 ballet productions):

Polish National Ballet: Lost Souls\*

Kielece Dance Theatre: The Wooden Prince/The Miraculous Mandarin

Polish National Ballet: Fredriana

Lithuanian National Ballet: The Trial

**(h) Educational packages**

OPERA FOR THE LITTLE ONES 5+

- Musical Matinees (children aged 5–8, with a guardian)

OPERA FOR KIDS 10+

- Meet a Virtuoso (children aged 10–15, with a guardian)

- Opera University (children aged 10–13, without a guardian)

OPERA FOR ADULTS 25+

- Opera University

### **(i) My Package**

Seven opera and/or ballet productions from of the Current Season (one ticket for each production). The package does not include educational events and opening nights.

## **IV. PRICES OF SUBSCRIPTION PACKAGES**

1. The price of a Subscription Package is the sum total of the prices of tickets included in the package subject to the following discounts and increases:

(a) the price of each ticket included in the New Productions package is 25% higher than the regular price,

(b) the price of each ticket included in My Package is 15% higher than the regular price,

(c) the price of each ticket included in the following packages: The Many Faces of Poland, The Many Faces of Europe, The Many Faces of Women, The Many Faces of Men, Ballet: Our Classics, 11th Days of Dance is 10% lower from the regular price;

(d) as for the Educational Packages:

(i) the fee for participating in Musical Matinees is 15 zł per guardian and 10 per child per meeting. The package is designed for children aged 5–8 and includes 6 meetings. A guardian may buy packages for the maximum of five children.

(ii) the fee for participating in Meet a Virtuoso meetings is 26 zł per guardian and 20 zł per child per meetings. The package is designed for children aged 10–15 and includes 5 meetings. A guardian may buy packages for the maximum of five children.

(iii) the fee for participating in Opera University for Children is 15 zł per child per class. The package is designed for children aged 10–13 and includes 9 classes. Children take part in the classes alone. Participants are entitled to take part in the Theatre Without A Curtain event, at which a guardian must be present. The fee for a guardian's participation is 11 zł.

(iv) the fee for participating in Opera University for Adults is 26 zł per person per class. The package includes 9 classes. Participants are entitled to take part in the Theatre Without A Curtain event.

2. Buyers of Subscription Packages are not eligible for the discounts set forth in the Terms and Conditions of Bookings and Sale of Tickets and Merchandise.

## **V. SALE OF SUBSCRIPTION PACKAGES**

1. You may either book your Subscription Package with the Ticket Service (BOW) and pay at the box office or buy your Subscription Package directly at the box office.

2. Subscription Packages will go on sale in two stages:

(a) as of 19 August 2019, 9 am, Subscription Packages will be offered to 2018/19 subscription holders, i.e. persons whose details are listed on the 2018/19 subscription order;

(b) as of 26 August 2019, 9 am, Subscription Packages will be offered to the general public.

3. Subscription Packages will be available for purchase until 8 September 2019, or until subscription package tickets sell out.

4. Subscription Packages may be booked with the Theatre's Ticket Services. The payment must be made within 3 days either at the Theatre's box office or via bank transfer to the bank account provided in the booking confirmation, by prior arrangement with the Ticket Service. If the payment is not made within 3 days, the booking is cancelled.

5. When placing a subscription order, the Buyer indicates the preferred package and seating zone, and the Theatre offers him/her a choice of available performance dates and seats.

6. The Buyer cannot change the productions, dates, or the number of performances included in the package once the purchase has been made.

7. The Theatre does not accept returns of Subscription Packages. If a performance included in the package is cancelled, the Buyer receives a refund in accordance with the Terms and Conditions of Bookings and Sale of Tickets and Merchandise.

8. Each subscription holder is entitled to receive a complimentary copy of the Season Book and programmes of individual productions. The latter may be collected before each performance at the reception desk in the Theatre's main lobby or another place at the Theatre designated for that purpose.

## **VI. PERSONAL DATA PROTECTION**

1. The personal data controller is Teatr Wielki – Polish National Opera, registered in Warsaw (00-950), at pl. Teatralny 1, entered in the Register of Culture Institutions (RIK) maintained by the Minister of Culture and National Heritage (Poland) under number 47/98; NIP: 525-20-59-432; REGON: 013055028.

2. To handle the subscription order, the Theatre will process the following personal data of the Buyer: name, surname, contact address, telephone number, e-mail address. The data will be processed solely to handle subscriber services, in particular to provide the subscription holder with information regarding their package (e.g. in the event of performance cancellation, change of date or cast).

3. Consent to the processing of these data is voluntary yet necessary for the handling of the subscription order.

4. The personal data shall be processed in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR), and national provisions introduced under the GDPR.

5. Everyone who consents to the processing of their personal data has the unlimited right to access the data and have them rectified, updated, or deleted.

6. The personal data shall be processed solely for the purposes of handling subscriber services and will be deleted on 31 August 2019 at the latest.

7. In the event that a subscription holder consents to the processing of their personal data for marketing purposes, the Theatre shall only process their e-mail address in order to distribute the Theatre's newsletter as long as the consent is not withdrawn, or until the lapse of ten years as of the date when the consent was given.

8. The Theatre shall share the subscription holders' personal data with the following entities:

- SoftCOM Sp. jw. Piotr Szuba, Tomasz Wierzbowski, ul. Buforowa 115, 52-131 Wrocław (ticketing service provider);
- Oktawave Sp. z o. o., ul. Domaniewska 44a (Platinum 5), 02-672 Warszawa (provider of the server services necessary to distribute the newsletter – processes e-mail addresses only);
- Macopedia Sp. z o.o., ul. Matejki 11a, 60-766 Poznań (administrator of the CMS used to distribute the newsletter – processes e-mail addresses only);
- Microsoft Polska Spółka z o.o., Al. Jerozolimskie 195A, 02-222 Warsaw (e-mail service provider);
- First Data Polska S.A., Al. Jerozolimskie 100, 00-807 Warszawa (credit card processors);
- PayU S.A., ul. Grunwaldzka 186, 60-166 Poznań (payment service provider - automatic processing of traditional bank transfers).

## **VII. ENTRY INTO FORCE AND VALIDITY**

These Rules and Regulations come into force on 2 August 2019 and are valid until 30 June 2020.

**Annexes:**

(1) Template of the contact form and questionnaire

\*Does not include the opening night performance.