

CONTACT FORM



Name and surname:

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Telephone No: E-mail:

To be completed by the Teatr Wielki – Polish National Opera (Ticket Services):

wartość abonamentu PLN nazwa abonamentu

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- I accept the attached Rules and Regulations.
- I agree for the personal data I provided above to be processed by the Teatr Wielki – Polish National Opera and made available to third parties acting for and on behalf of the Teatr Wielki – Polish National Opera for the purposes of selling the subscription package to me and providing me with necessary related customer service in compliance with the safety measures set out in the Polish Act on Personal Data Protection of 29 August 1997 (amended on 13 June 2016, Dz.U. of 2016, item 922).
- I agree to receive commercial communication and to be contacted by electronic means by the Teatr Wielki – Polish National Opera in compliance with the Polish Act on Providing Services by Electronic Means of 18 July 2002 (Dz. U. No 144, item 1204 as amended).

You have the right to access, correct, and alter the personal data you provided. You may also withdraw your consent for its processing at any time.

Warsaw, date signature

RULES AND REGULATIONS CONCERNING THE SALE OF SUBSCRIPTIONS TO THE 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 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 the 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;

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

III. TYPES OF SUBSCRIPTION PACKAGES

The following Subscription Packages are available in the Current Season: **New productions, 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, Educational packages, My Package.**

IV. PRICES OF SUBSCRIPTION PACKAGES

- 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:
 - the price of each ticket included in the New Productions package is 25% higher than the regular price,
 - the price of each ticket included in My Package is 15% higher than the regular price,
 - 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;
 - as for the Educational Packages:
 - 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.
 - 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.
 - 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.
 - the fee for participating in Opera University for Adults is 26 zł per person per class. The package includes 9 classes.
- 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

- 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.
- Subscription Packages will go on sale in two stages:
 - 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;
 - as of 26 August 2019, 9 am, Subscription Packages will be offered to the general public.
- Subscription Packages will be available for purchase until 8 September 2019, or until subscription package tickets sell out.
- 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.
- 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.
- The Buyer cannot change the productions, dates, or the number of performances included in the package once the purchase has been made.
- 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.
- 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

- The personal data controller is the 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.
- 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).
- Consent to the processing of these data is voluntary yet necessary for the handling of the subscription order.
- 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.
- 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.
- 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.
- 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.
- 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.

Full text of the Rules and Regulations: www.teatr Wielki.pl