



# CONTACT FORM

Telephone No: .....

Name and surname: .....

Address for correspondence: .....

..... E-mail: .....

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

wartość abonamentu ..... PLN nazwa abonamentu .....

- ☐ 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 .....

## QUESTIONNAIRE:

1. Where do you look for information on the Teatr Wielki – Polish National Opera and its programme?

- ☐ the Internet
- ☐ weekly magazines
- ☐ daily newspapers
- ☐ leaflets
- ☐ playbills/outdoor advertising
- ☐ family/friends
- ☐ the radio
- ☐ Facebook
- ☐ other .....

2. Have you ever held a subscription to the Teatr Wielki – Polish National Opera?

- ☐ yes ☐ no

3. Professional status:

- ☐ pupil/student
- ☐ public sector employee
- ☐ private sector employee
- ☐ business owner
- ☐ unemployed
- ☐ pensioner/annuitant
- ☐ other status: .....

4. Which event of the ones you attended at the Teatr Wielki – Polish National Opera did you like most?

5. Which of the Theatre's social media accounts do you follow? ☐ Facebook ☐ You Tube ☐ Instagram ☐

6. Do you use the Theatre's free streaming and video-on-demand service [vod.teatr Wielki.pl](http://vod.teatr Wielki.pl), where some of our productions are available for watching? ☐ yes ☐ no

7. Do you have any observations you'd like to share with us? .....

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# RULES AND REGULATIONS ON SUBSCRIPTIONS TO THE TEATR WIELKI – POLISH NATIONAL OPERA IN THE 2017/2018 SEASON

## I. SCOPE

These Rules and Regulations concern the types, prices and sale of Subscription Packages offered in the Current Season by the Teatr Wielki – Polish National Opera.

## II. DEFINITIONS

**Current Season** – the artistic season that starts on 1 September 2017 and ends on 31 August 2018;

**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 Sale and Booking of Tickets** – terms and conditions introduced under the Decision of the Director of the Teatr Wielki – Polish National Opera No. 14 of 20 June 2016 and available on [www.teatr Wielki.pl](http://www.teatr Wielki.pl);

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

## III. TYPES OF SUBSCRIPTION PACKAGES

1. The following Subscription Packages are available in the Current Season: **Opening Nights in the Moniuszko Auditorium; Opera and Ballet: And This Is What Poland Is; Opera: Monarchs, Heroes, Lovers; Opera: Muses, Heroines, Prima Donnas; Ballet: The Great Classics; Ballet: Only at the Teatr Wielki; My Package; Educational packages.**

## 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 Opening Nights in the Moniuszko Auditorium 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 Opera and Ballet: And This Is What Poland Is, Opera: Monarchs, Heroes and Lovers, Opera: Muses, Heroines, Prima Donnas, Ballet: The Great Classics, Ballet: Only At the Teatr Wielki 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 Sale and Booking of Tickets.

## V. SALE OF SUBSCRIPTION PACKAGES

1. Subscription orders are handled by the Theatre's Ticket Services (BOW), while payments are accepted at the Theatre's box offices.

2. As of 1 June 2017, 9 am, Subscription Packages will be offered to 2016/17 subscription holders, i.e. persons whose details are listed on the 2016/17 subscription order; as of 8 June 2017, 9 am Subscription Packages will be offered to the general public.

3. Subscription Packages will offered until 31 October 2017, or until all tickets are sold out.

4. Subscription Packages may be booked for 3 days. The payment may be made 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 Sale and Booking of Tickets.

8. When placing the subscription order, the Buyer completes a contact information form and a questionnaire (Annex 1 hereto), and leaves it with the Theatre employee.

9. The contact details provided in the contact information form are used by the Theatre to handle subscriber services, in particular to provide the subscription holder with information regarding his/her package (e.g. in the event of performance cancellation, change of date or cast). The subscription holder may agree for his/her personal information to be used for marketing purposes, in particular for the purpose of sending him/her a newsletter and informing him/her about changes in the season's programme or special offers for subscribers.

10. A subscription holder is entitled to receive a free Season Book and programmes of individual productions. The latter may be collected prior to each performance at the reception desk in the Theatre's main hall or another place at the Theatre designated for that purpose. Subscribers will be informed on when and where to collect their copy of the Season Book by e-mail.

**Full text of the Rules and Regulations:** [www.teatr Wielki.pl](http://www.teatr Wielki.pl)

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date and signature