

Terms and Conditions of Sale and Booking of Tickets
at the Teatr Wielki - Polish National Opera in Warsaw

as of 26 June 2015

Booking

I. Single Tickets

1. You may book 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. Booking by any other means is not possible.
2. When booking a ticket you will be asked to provide your full name, telephone number, and e-mail address. The personal information will be used by the Teatr Wielki - Polish National Opera exclusively for the purpose of handling your booking effectively (to send a booking confirmation, or inform you about any changes in the repertoire), while adhering to the security procedures set out in the Polish Act on Personal Data Protection of 29 August 1997 (Dz.U.2002.101.926 as later amended).
3. You may book a ticket no later than 30 days before the date of the performance.
4. Booked tickets must be purchased within 30 days of the reservation date. If this is not possible due to the reservation date, the Ticket Service may set a different deadline falling no later than 14 days before the date of the performance. If you pay by bank transfer, the date when the payment is credited to the Theatre's account is the purchase date. If you fail to buy booked tickets by the applicable deadline, the reservation is cancelled and the tickets go again for sale.
5. The deadline in I.4 above does not apply to subscription packages. The terms and conditions of sale of subscriptions are specified in a separate document available on www.teatr Wielki.pl.
6. The opera house reserves the right to change the deadline for purchasing tickets as part of subscription packages or for special events.
7. In every event, the number of bookable tickets for a performance is limited and not more than 50% of all tickets available for sale.

II. 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 performance.
3. Group bookings must be confirmed in writing. Please send a completed group booking order, which may be downloaded from www.teatr Wielki.pl, within 2 days of making the booking, by e-mail to bow@teatr Wielki.pl or fax (+48 22) 826 02 68, or submit it in person to the Ticket Service, otherwise the booking will be cancelled.
4. 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 reservation, otherwise it will be cancelled.

5. You may pay for group tickets by bank transfer, forwarding the sum due 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.
6. Having purchased tickets, you may collect them at the box office at any time before the performance. 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.

Sale

1. Single and group tickets may be bought directly at the Theatre's box offices 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 offices accept 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 no later than on the 15th of the month following the month when the payment was made.
4. Tickets may be bought online 24 hours a day, 7 days a week, on www.teatr Wielki.pl exclusively. The terms and conditions of online sale of tickets are specified in a separate document available on www.teatr Wielki.pl.
5. Concessions:
 - 1) 20% off the regular price - students aged 26 or younger, pensioners, persons aged 70 and older.
 - 2) 30% off the regular price when buying group tickets - schools, schools of higher education, juvenile rehabilitation centres, care homes, associations of disabled people, associations of pensioners.
 - 3) 75% off the regular price - students of ballet schools, schools of music, and music colleges, and students of musicology.
6. The price of a concessionary ticket cannot be lower than:
 - the price of a ticket in the cheapest pricing zone in the Moniuszko Auditorium
 - the price of a rush ticket in the Młynarski Hall and other halls.
7. Persons eligible for concessions are required to present a proof of their eligibility when entering the Theatre.
8. The Theatre reserves the right not to sell concessionary tickets to selected performances.
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 to sell tickets to selected performances under special discount offers which shall be specified individually in every event.

Returns

1. Single tickets purchased at the Theatre's box office may be returned no later than 7 days before the date of the performance, excluding the actual day of performance.
2. Group tickets may be returned no later than 21 days before the date of the performance, excluding the actual day of performance.
3. To return a ticket, please present it at the Theatre's box office together with the receipt or invoice, and completed Return Form.
4. The following cancellation fees apply:
 - in the case of returns made 90 days before the date of the performance and earlier - 10% 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 - 20% of each ticket's nominal value.
5. Payments made by bank transfer or card will be returned using the same method.
6. In the event that a performance is cancelled by the Theatre, the ticket price will be returned to the buyer within 2 months of the original performance date.
7. Returns of unused tickets to performances 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 bought as part of a subscription package, purchased online, or tickets to selected performances.
9. The Theatre does not exchange tickets. If you want to exchange a ticket, you need first to return the original ticket, in which case cancellation fees set out in 4 above apply.

Attending A Performance

1. Please arrive at the Theatre early. Reserve time to find a parking place, which are sometimes scarce in the Theatre's proximity.
2. Holders of concessionary tickets will be asked to document their eligibility when entering the Theatre. If you fail to present a valid proof of eligibility, you will be asked to pay the remainder of the entry fee at the box office, risking being late to the performance and other inconvenience.
3. Latecomers are admitted to the auditorium only during the intermission, if one exists.
4. Eating or drinking in the auditorium is strictly forbidden.
5. While in the auditorium, the audience is asked to turn off sound in their mobile phones, electric watches, or any other devices that may emit sound or light.
6. Audio recording, photographing or filming during performances is strictly forbidden.
7. Smoking is prohibited everywhere in the opera house.

8. Members of the audience who do not follow instructions from the Theatre's staff and 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 return their tickets or have them replaced.

Wheelchair users

1. The Theatre offers special places in the Moniuszko Auditorium for wheelchair users. 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.
2. The price of a ticket for a wheelchair user is the same as the price of a ticket in the cheapest pricing zone for the event.
3. Places for wheelchairs may be booked no later than 7 days before the event. For technical reasons, the number of wheelchair places is limited.
4. For technical and security reasons, the Theatre reserves the right not to offer wheelchair places for selected events.