
**TICKET SALES AND BOOKING REGULATIONS FOR PRODUCTIONS HELD
IN THE KRAKOW OPERA AT UL. LUBICZ 48**

GENERAL PROVISIONS

ARTICLE 1

1. Ticket sales and booking for performances, concerts, and other events at the Krakow Opera begin on the day of publication of the repertoire on the official Krakow Opera internet site.
2. The Krakow Opera may set a ticket sale and booking date for a specific event different from the one resulting from the rule presented in Article 1.1. This information shall always be posted on the official Krakow Opera internet site in the "Repertoire" / "What's On" section.
3. The ticket sales rules regarding events held at the Krakow Opera by third party entities (entitled "concert outside" on the site) shall be as specified each time by a given event's organiser. Regarding the outside concerts, they do not fall under these Regulations. The Opera is not the organiser of the "outside events" and does not take responsibility for their course.

ARTICLE 2

1. Ticket prices for performances are specified in the Price List for a given artistic season, set forth in Appendix No. 1 to the Regulations. The Opera may set additional prices for events that are not specified in the Price List. The ticket prices for specific events shall be presented on the official Krakow Opera site in the "Tickets" section, in the "Ticket Prices" tab. www.opera.krakow.pl/pl/bilety/cennik-biletow.
2. The prices are presented in gross amounts, with 8% VAT rate (performances, concerts, etc.) and 23% VAT rate (workshops for kids and youth).

ARTICLE 3

1. Purchased tickets and invitations are subject to verification at the entrance of the auditorium according to the number of seats presented on the ticket.
2. Verification is done once, which means that it is not possible to use the same ticket twice (in the case of an on-line ticket, the same code) by another person, even if the ticket / invitation is issued for more than one seat.

INDIVIDUAL TICKET SALES AND BOOKING

ARTICLE 4

1. Individual tickets (in the number of up to 10 seats per event) are sold for performances from the Krakow Opera's repertoire offer as well as for special events (premiers, guest performances staged at the Opera's invitation, festival events, etc.).
2. The sale of individual tickets is conducted as follows:

- a) on-line sales,
 - b) direct sales at the Krakow Opera Box Office,
 - c) sales based on booking.
3. Tickets with a 10% discount from the prices included the Krakow Opera's Price List are sold to:
- a) persons who were granted a right to the discount pursuant to agreements concluded by the Krakow Opera, holding relevant documentation to confirm such right;
 - b) disabled persons upon the presentation of a valid ID and a certificate of disability.
4. Assistant of a person with group I disability is entitled to one ticket at the price of PLN 1.

GROUP TICKET SALES AND BOOKING

ARTICLE 5

1. Group tickets are sold in numbers of more than 10 seats and with a 10% discount in relation to the Krakow Opera Price List for performances / concerts, of which the Krakow Opera is the organiser (with the exception of premieres, special events and performances in category C and D).
2. The sale of group tickets is conducted as follows:
 - a) direct sales at the Krakow Opera Box Office,
 - b) sales based on booking.
3. School groups are entitled to one ticket at the price of PLN 1 for the chaperone (1 chaperone per 10 individuals).
4. The Krakow Opera reserves the right to limit the maximum of group tickets sold at once for specific performances. Information regarding this limitation shall be posted on the official Krakow Opera site in the "Repertoire" tab of the specific performance.

ON-LINE SALES

ARTICLE 6

1. On-line sales (up to 10 tickets) are carried out through www.opera.krakow.pl, under the "Repertoire" tab and the "Purchase Ticket" icon. The "Purchase Ticket" icon appears next to the specific performance / concert only during ongoing on-line ticket sales for that event and the availability of tickets.
2. On-line sales begin on the day of publication of the repertoire on the official Krakow Opera internet site, subject to provision in Article 1.2.
3. Online sales do not apply to morning performances (for children and youth) held at the Krakow Opera on business days.
4. Terms and Conditions of on-line ticket sales are presented in the *Ticket Sales and Booking Regulations for Productions Held in the Krakow Opera*, available on the site www.opera.krakow.pl/en/tickets/booking.

DIRECT SALES AT THE KRAKOW OPERA BOX OFFICE

ARTICLE 7

1. Direct sales are carried out at the Krakow Opera Box Office at the address ul. Lubicz 48:
 - Monday to Saturday between 10:00 am - 7:00 pm,
 - on Sundays and holidays - two hours before the evening performance (on the days the Krakow Opera is staging performances).
2. On the day of the evening performance of the Krakow Opera, the sale of tickets to other Opera's performances (except for the performance referred to above), closes one hour before its beginning.
3. In the event that the Krakow Opera Box Office hours are changed, the information shall always be posted as a separate message on the official Krakow Opera site as well as in the Opera building.
4. Payment for tickets purchased at the Opera Box Office can be made in cash or by payment / credit card.

BOOKING OF INDIVIDUAL AND GROUP TICKETS

ARTICLE 8

1. Tickets may be booked in person or by phone:
 - a) at the Ticket Sales Department (Biuro Organizacji Widowni) at ul. Lubicz 48:
 - Monday - Friday between 8:00 am - 3:00 pm
 - Tel. (+48) 12 296 62 62, 12 296 62 63.
 - b) at the Krakow Opera Box Office at ul. Lubicz 48:
 - Monday - Saturday between 10:00 am - 7:00 pm
 - on Sundays and holidays two hours before the evening performance, with a proviso that the Krakow Opera closes bookings an hour before a given performance begins.
 - Tel. (+48) 12 296 62 60, 12 296 62 61.
2. The booked individual tickets should be paid for by the date specified by the person accepting the booking. The booking of tickets that have not been paid for by the set deadline expires automatically.
3. Payment for booked tickets may be carried out:
 - a) at the Opera Box Office - with a payment / credit card,
 - b) by a wire transfer to Krakow Opera's bank account No. 46 1020 2892 0000 5902 0564 8078 (BANK PKO BP SA) with an indication in the transfer title of: the name of the institution/name and surname of the person who made the booking, production title and date of the performance. Payment by bank transfer must be made at least three business days prior to the booking expiry date (and shall be deemed received on the date the transfer is credited). Payments in foreign currencies are booked according to the exchange rate on the given date.
4. The booking of individual tickets is finished on the day preceding the performance, and of group tickets – 5 business days prior to the date of the performance / event.

5. Any questions regarding the purchase or booking of tickets can be sent by email to the following email addresses: bilety@opera.krakow.pl or tickets@opera.krakow.pl. The Krakow Opera shall respond to the emails within 3 business days.

DELIVERY, RECEIPT OF PURCHASED TICKETS, INVOICES

ARTICLE 9

1. Tickets paid by bank transfers are issued at the Krakow Opera Box Office during the Box Office's working hours, three business days after the payment, and 30 minutes before the beginning of the performance at the latest.
2. In the case of tickets purchased online, if you are unable to print out your electronic ticket or present it on your mobile device, the Box Office will print out your online ticket with the QR code, subject to the following:
 - a) the received electronic ticket must be sent to the following email address: kasa@opera.krakow.pl, and you must present the number of the transaction upon receipt;
 - b) for events held at the Krakow Opera's venue, an employee of the Opera's Box Office will be able to print out your ticket no later than 45 minutes before the performance;
 - c) for events held outside of the Krakow Opera's venue, an employee of the Box Office will be able to print out your ticket no later than one day before the event date.
3. The Krakow Opera will be released from any liability in the event that you provide a third party with details that will authorise such person to collect your ticket.
4. The invoice for the purchased tickets can be obtained at the Krakow Opera Box Office following the payment and providing billing data [for companies – correct name and the tax reg. no. (NIP)]. The invoice can be issued no later than on 15th day of the month following the month in which the purchase was made.
5. Upon spectator's request, a ticket may be rewritten as an invitation. The purchased ticket remains in the settlement records of the Krakow Opera Box Office. The price for a single invitation is PLN 5.

SUBSCRIPTIONS

ARTICLE 10

1. Subscription is a form of permanent booking for the Krakow Opera's playbill productions for designated days of the week of at least 10 seats for each day of the week covered with the booking.
2. Subscription is binding on the basis of a subscription agreement concluded with the Opera which sets the conditions of booking and mutual obligations of the parties. Subscription agreements shall be concluded in August and September for a specific artistic season.
3. Mode of concluding and accounting the subscription agreement:

- a) The Subscriber specifies in writing the requested number of performances, seats and booking dates.
 - b) After verification of possibilities by the Opera and determining the final scope of the booking, the Parties conclude a subscription agreement.
 - c) The Subscriber is issued by the Krakow Opera with a subscription card which serves as an admission ticket.
 - d) The Krakow Opera shall issue an invoice to the Subscriber after each month of the agreement.
4. The Opera reserves the right to limit the number of seats available in subscription purchase.
 5. The Subscriber has the right to decrease the number of purchased tickets in a particular month by up to 20%, provided that such resignation is performed in writing, within no less than 7 business days prior to the performance date (e-mail: bilety@opera.krakow.pl). If such resignation is not reported, the Opera shall issue an invoice as for used subscription tickets.
 6. Loss of a subscription card must be immediately reported to the following email address: bilety@opera.krakow.pl. Keeping the form determines the issuance of a copy.

ENTRY PASSES

ARTICLE 11

1. Entry passes are a separate category of tickets sold at the preferential price. They are available for specific audience groups (“staff entry passes”) or kinds of events (“audience entry passes”).
2. “Staff entry passes” are sold to employed and retired employees of the Krakow Opera for Opera’s playbill productions (with the exception of premieres and special events), for indicated seats and within a specified allotment (24 entry passes to the Main Stage auditorium, 6 to the Chamber Stage auditorium). Each employee can purchase a maximum of 2 entry passes per one title.
3. The prices for “staff entry passes” for a specific season as well as the prices for “audience entry passes” (including Open Day, Theatre Night) for specific events are always set by the Krakow Opera Management.

TICKET REFUNDS AND COMPLAINTS

ARTICLE 12

1. The purchased tickets may be refunded only in case of performance cancellation by the Krakow Opera, based on the ticket with legible identification details and with a fiscal cash register receipt or a VAT invoice attached.
2. Ticket refunds, in the situation referred to in Article 12.1, shall be accepted at the Krakow Opera Box Office at ul. Lubicz 48, within the date set by the Opera. The information regarding the set date shall always be posted at www.opera.krakow.pl.

3. In the case of tickets purchased on-line, the Krakow Opera will, within 14 days of the date on which the circumstances referred to in Article 12.1 are announced, make a refund of your payment to the bank account indicated by you in your order, or will notify you of refusal to make a refund of your payment and the reasons for such refusal by e-mail to your e-mail address.
4. The Krakow Opera Box Office does not exchange tickets.
5. Any complaints shall be handled by the Ticket Sales Department (Dział Organizacji Widowni), e-mail: bilety@opera.krakow.pl, tickets@opera.krakow.pl; tel. (+48) 12 296 62 62, (+48) 12 296 62 63.

INFORMATION FOR THE AUDIENCE

ARTICLE 13

1. After the start of the performance, latecomers shall not be allowed into the auditorium until the next interval. In the case of performances that do not have intervals, the delay prohibits the spectator from participating in the performance. In the described situations, the spectator does not have a right to a refund for purchased tickets.
2. The Krakow Opera does not have allocated parking spaces for the audience.
3. Before entering the auditorium, the audience must make use of the cloakroom in order to leave any coats or bags.
4. During the performance the use of mobile phones, cameras, video cameras and voice recorders, as well as any food or drink, is prohibited.
5. Smoking (including e-cigarettes) is prohibited throughout the entire Krakow Opera building.
6. While planning a visit to a Krakow Opera performance, the age of a child shall be taken into account.
7. Each spectator, regardless of their age, must hold a ticket for family performances and performances for children.
8. The Krakow Opera reserves the right to request the proof of child's age and, under justified circumstances, refuse to allow a child to attend a performance if it has an age limit. In the described situation, the spectator is not entitled to receive a refund for purchased tickets. Information about age limit shall always be posted on the official Krakow Opera website in the "Repertoire" / "What's On" section.
9. The Krakow Opera, following the decision of its management, may grant a person or a group of people a right to purchase tickets at a special price which is specified in Appendix 1 to these Regulations.
10. Winners of the competitions organised by the Krakow Opera may attend a performance/concert as a prize awarded by the Opera. Information about the competitions organised by the Krakow Opera are posted on Facebook (the Krakow Opera fanpage) and/or the Opera website.

OPERA WITHOUT BARRIERS

ARTICLE 14

1. The Opera facilities do not have architectural barriers and are disabled-friendly.
2. The auditorium of the Main Stage of the Krakow Opera has two seats designed for persons in wheelchairs, whereas the Chamber Hall does not.
3. For drivers of vehicles transporting disabled persons, there is a possibility of driving up to and stopping at the square in front of the Krakow Opera building (on the side of the administration building), for the period of time during which the disabled persons exit the vehicle. The request to do so should be placed with Ticket Sales Department personnel while making a booking or while purchasing tickets at the Krakow Opera Box Office.
4. The Krakow Opera does not have allocated parking spaces for the disabled. The nearest allocated parking spaces for disabled persons (so-called 'envelopes' marked on the ground) are located at ul. Topolowa and ul. Iwony Borowickiej in the paid parking section (pursuant to the resolution LXXXIX/2177/17 of the Krakow City Council dating 22 November 2017. (Dz. Urz. Woj. Małopolskiego [Official Journal of the Krakow Province] of 2017, item 8013), a parking permit for the disabled authorizes free parking on the specifically separated and indicated parking spaces for those persons).
5. The Krakow Opera can provide an assistant who, on the day of the event, will get the disabled person from a bus or tram stop located near the theatre. Such request should be placed with Ticket Sales Department personnel while making a booking (by telephone or directly), or while purchasing tickets at the Krakow Opera Box Office, no later than 3 business days before the events.
6. Persons who are blind / deaf can enter the auditorium of the Opera with a guide dog.

PERSONAL DATA PROTECTION

ARTICLE 15

1. The controller of the personal data provided by you in the sales and booking processes is the Krakow Opera in Krakow, 31-512 Krakow, ul. Lubicz 48.
2. Personal data will be processed for the purpose of bookings, ticket sales and the necessary contact with the Buyer pursuant to Article 6(1)(c) (compliance with a legal obligation resting on the controller) and Article 6(1)(a) (Buyer's consent). The compliance with the aforementioned Articles will be supervised by an independent data protection officer, dedicated for that purpose, who can be contacted through the email address odo@opera.krakow.pl or by sending correspondence to the Krakow Opera.
3. Your personal data provided during booking and ticket purchase will be stored and processed by the Krakow Opera throughout the time of executing the order and no longer than one year.
4. The recipients of your data may include (in addition to the Krakow Opera employees) IT service providers.
5. Your personal data will not be transferred to any third countries or international organisations.

6. You have the right to request the Data Controller to access your personal data, have it corrected, removed or limit its processing, as well as the right to file a complaint about data processing, the right to data portability and the right to lodge a complaint with a supervisory authority (President of the Office for Personal Data Protection).
7. You agree to allow the Krakow Opera to perform any legal operations on your personal data to any extent necessary for carrying out objectives of personal data processing, as presented in the Regulations. In particular, the Krakow Opera is authorised to fix, store and remove your personal data.
8. You have the right to freely and gratuitously access your personal data at any moment, the right to modify it, as well as the right to demand cease of its processing and its removal, relocation or filing an objection against its processing.
9. Providing data is not mandatory but necessary for the process of booking and ticket sales.
10. Automated decision-making, including profiling, will not be performed on the basis of your data.
11. For details on data processing go to the Krakow Opera website:
<https://www.opera.krakow.pl/pl/polityka-prywatnosci>

FINAL PROVISIONS

ARTICLE 16

1. In special cases, when the Krakow Opera's business requires providing presentation of its achievements to specific persons or institutions, and to the extent resulting from sponsorship, patronage, cooperation or subscription agreements concluded by the Krakow Opera for a particular season, the Krakow Opera reserves the right to limit, to the extent necessary, the sales of tickets for a given performance.
2. The Krakow Opera reserves the right to limit the sale and booking of tickets for the benefit of private individuals and / or organisational units. Information about any limitations shall always be posted on the internet site www.opera.krakow.pl, in the "Repertoire" tab, next to the performance title.
3. In case of adverse weather conditions the Krakow Opera reserves the right to reschedule/relocate or cancel open-air performances. In every such instance the Krakow Opera will publish notifications regarding the above changes on www.opera.krakow.pl on the dates the relevant events take place. In the event that a performance is relocated, the Spectator, who shall purchase a ticket in any of the sectors guaranteed to be replaced, ensures for themselves the possibility of viewing the specific performance, no matter its location.
4. Any amendments in the sales regulations are posted on the Krakow Opera site on an ongoing basis.

SCHEDULE 1

TICKET CATEGORIES AND THE PRICE LIST FOR THE 2019/2020 SEASON

CATEGORY A: "A Midsummer Night's Dream", "Anne Boleyn", "Candide", "Carmen", "Carmina Burana", "Countess Maritza", "Don Pasquale", "Eugene Onegin", "La Bohème", "Madame Butterfly", "The Barber of Seville", "The Bat", "The Gypsy Baron", "The Haunted Manor", "The Love for Three Oranges", "The Marriage of Figaro", "The Nutcracker", "The Turk in Italy", "Tosca", "Traviata";

CATEGORY B: "Ariadne on Naxos", "Cinderella", "Emotions", "Gianni Schicchi / Pagliacci", "Norma", "Orpheus and Eurydice", "Requiem", "Tannhäuser", "The Tales of Hoffmann";

CATEGORY C: midday performances;

CATEGORY D: performances for children and educational events: "Mr. Tralaliński"*, "Music and Magic"** , "Ongaku: The Three Stones"***, "Opera B/O", Ballet Studio Show;

CATEGORY E: "Teresica – Una Pasión"*;

CATEGORY S: special events, premieres etc.

* Chamber Stage / The Opera Studio

** for the performance entitled "Music and Magic" seating available only in the Amphitheatre

*** Mezzanine Stage

MAIN STAGE	CATEGORY A	CATEGORY B	CATEGORY C	CATEGORY D	CATEGORY S
Marshal's Balcony	PLN 120.00	PLN 100.00	PLN 40.00	PLN 25.00	PLN 140.00
Amphitheatre (rows IV-IX)	PLN 85.00	PLN 65.00	PLN 30.00	PLN 25.00	PLN 110.00
Amphitheatre (rows I-III and X-XII)	PLN 65.00	PLN 50.00	PLN 25.00	PLN 25.00	PLN 80.00
Amphitheatre (side seats and rows XIII-XIV) Right-hand and left-hand side boxes P and L; II Balcony (rows I-II)	PLN 40.00	PLN 35.00	PLN 20.00	PLN 25.00	PLN 55.00
II Balcony (rows III-IV)	PLN 30.00	PLN 25.00	PLN 15.00	PLN 25.00	PLN 45.00

CHAMBER STAGE / THE OPERA STUDIO	CATEGORY D	CATEGORY E
No number seats	PLN 25.00	PLN 35.00

The Opera reserves the right to set additional prices for events that are not mentioned the Price List, as specified in Article 2.1.