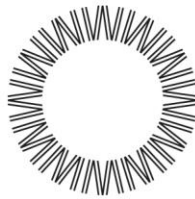


OPERA  
WROCLAWSKA

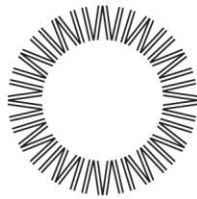
## **TERMS AND CONDITIONS OF ONLINE TICKET SALES AT THE WROCLAW OPERA**

1. The Wrocław Opera's website makes it possible to purchase tickets online. Online ticket sales end one day prior to the Event. After that date tickets can be purchased at the Wrocław Opera's Box Office. The Wrocław Opera reserves the right to end the online sales at any moment without giving any reasons.
2. The price of a ticket for a seat is a full price or concession price. Concession tickets are available for children under the age of 7, pupils and students under the age of 26, pensioners and persons on disability benefits as well as persons over the age of 70. Other types of concession tickets can be bought only at the Wrocław Opera's Box Office.
3. Concession ticket holders should present up-to-date proof of concession before admission to the Event. If they do not present the relevant proof of concession, their concession tickets become invalid and they may not take part in the Event or return the tickets. In such a case they may take part in the Event only after paying the full ticket price at the Wrocław Opera's Box Office before the Event. The ticket holders shall be responsible for late arrival or any other inconvenience resulting from the failure to present proof of concession.
4. Online ticket booking is valid for 7 days and the tickets should be paid for within the deadline.
5. Bookings for tickets not paid within the deadline shall be automatically cancelled.
6. If you want to collect your tickets at a different date, please contact the Promotion and Customer Service Department, +48 370 88 80, +48 71 370 88 81
7. The online booking and sales system makes it possible to book or buy a maximum of 10 tickets per event at a time. For matters relating to group booking, please contact the Promotion and Customer Service Department, +48 370 88 80, +48 71 370 88 81.
8. Tickets bought online should be collected at the Wrocław Opera's Box Office 30 minutes before the Event at the latest upon presentation of transaction confirmation with the individual booking number generated after the purchase or presentation of an ID with the name of the person in the name of whom the booking has been made.
9. The Wrocław Opera shall not be held liable, if the individual booking number is made available to third parties.



OPERA  
WROCLAWSKA

10. The Wrocław Opera reserves the right to cancel any booking with incomplete or false data. The Wrocław Opera shall not be held liable for the consequences of false or incorrect data being entered in the booking form.
11. Tickets bought online may not be returned, with the exception of Event cancellation or change of repertoire involving a change of Event title.
  - a) Tickets may be exchanged for tickets, of at least the same value, for another Event taking place no later than 30 days from the date of the Event for which the tickets were originally purchased. Differences in price resulting from the exchange shall not be refunded by the Wrocław Opera. The exchanged tickets are non-refundable.
  - b) In line with the Regulation by the Minister of Finance of 4 November 2014 on exemptions from the obligation to keep records by means of fiscal cash registers, tickets sales covered by these Terms and Conditions are not subject to fiscalisation, and as a result the Customers do not receive any cash register receipts.
12. The Wrocław Opera can issue a VAT invoice upon the Customer's request. The invoice can be issued only to the person or company that has bought the tickets via the internet (online).
13. Latecomers will not be admitted to the auditorium. Latecomers do not have the right to have their tickets refunded.
14. If tickets cannot be purchased or booked through the online system, this does not mean they cannot be purchased at the Wrocław Opera's Box Office. If you have problems buying your tickets online, please contact the Promotion and Customer Service Department, +48 370 88 80, +48 71 370 88 81.
15. The Box Office is open Monday–Saturday, from 12.00 till 19.00 and Sunday from 11.00 till 18.00 as well as 1 hour prior to the Event.
  - a) In July, August and special holiday periods the opening hours shall be set separately.
  - b) 1 hour before the beginning of a performance the Box Office sells tickets only for that performance.
16. Performances may not be photographed or filmed, and mobile phones may not be used during performances.
17. No food or beverages may be brought into and consumed in the auditorium.
18. The Wrocław Opera reserves the right to introduce changes into the repertoire and casts.



OPERA  
WROCLAWSKA

19. By registering in the online booking system, the Customer agrees to have their personal data stored and processed by the Wrocław Opera, which is the personal data controller in this respect. The Customer's personal data shall be processed for purposes relating to ticket booking and purchase as well as the Wrocław Opera's promotional activities.

Each Customer whose personal data are processed by the Wrocław Opera shall have the right to access the content of the data, correct them, remove them or limit their processing as well as the right to object to their processing, demand that their processing and transfer be stopped, to withdraw their consent at any moment and to submit a complaint to the supervisory authority, i.e. the President of the Personal Data Protection Office. The provision of personal data is voluntary but necessary for the purpose of ticket booking and purchase. The Customer's personal data shall not be made available to third parties. The data may be transferred only to institutions authorised by the law or if data transfer stems from contractual terms and conditions. The Customer's personal data shall not be profiled. The Wrocław Opera has no intention of transferring the Customer's personal data to third countries or international organisations. The Customer's personal data shall be stored for the duration of taking advantage of the Wrocław Opera's cultural offer or duration of a contract with the Wrocław Opera, or until the withdrawal of the consent to data processing, if such consent is the basis for the data processing.

20. Tickets can be paid for by credit card, direct electronic transfer and semi-automated electronic transfer. Payments are processed by Centrum Elektronicznych Usług Płatniczych eService Sp. z o.o., ul. Jana Olbrachta 94, 01-102, Warsaw.