



**POLSKA  
OPERA  
KRÓLEWSKA**

**REGULATIONS OF TICKET SALE  
AND  
PARTICIPATION IN ARTISTIC EVENTS ORGANIZED BY  
THE POLISH ROYAL OPERA**

**I. TICKET SALE**

1. Tickets for the events organized by the Polish Royal Opera are bearer-type tickets.
2. Ticket sale is carried out only on the Internet through the sale platform <https://ewejsciwki.pl/> in accordance with the rules set out in the Regulations of this platform <https://ewejsciwki.pl/staticpages/regulamin>.
3. Because of the restrictions and the current sanitary regime in place in the Polish Royal Opera, and especially for the safety of us all, the preferred ticket form is showing your purchased e-ticket on your smartphone. We also accept paper tickets.
4. On-site sale and reservation of tickets for events organized by the Polish Royal Opera is cancelled until further notice.

**II. REDUCED-FARE TICKETS**

1. Schoolchildren, students under 26, old-age and disability pensioners are entitled to a reduced-fare ticket.
2. On entering the event, reduced-fare ticket holders are obliged to present a document entitling them to a discount.
3. The Polish Royal Opera reserves the right not to offer reduced-fare tickets for selected events.
4. Discounts cannot be combined with other special ticket price offers. They cannot be combined with group discounts as well.

**III. TICKET RETURN AND EXCHANGE**

1. Ticket return or change is possible only in case of a cancellation of event by the Polish Royal Opera.

2. Tickets may be returned within 30 days of the planned event date.
3. In case of event cancellation, it is possible to exchange tickets for tickets to another event, a voucher, or to reimburse costs to the bank account from which the payment was made.

#### **IV. INFORMATIONS FOR THE GUESTS**

1. Events organized by the Polish Royal Opera are held in the Royal Theatre in the Royal Łazienki Museum in Warsaw and in the Royal Castle in Warsaw.
2. Masks covering face and mouth must be worn in the building of the Royal Theatre in the Royal Łazienki Museum in Warsaw and inside the Royal Castle in Warsaw. All participants are obliged to provide themselves with personal safety materials.
3. In the auditorium, guests are obliged to maintain safe distance and only take seats shown by the staff. Only maximum of 50% of seats will be available (rows should be occupied alternately, with one empty seat between the spectators). We would also like to remind you to maintain safe distance between the participants of the event before and after the event inside the building in which the event is held (2 m).
4. Exempted from the obligation to maintain distance in the auditorium are:
  - a) persons accompanied by a child under 13,
  - b) persons with a disability certificate, disability degree certificate, or special education needs statement,
  - c) persons unable to move unaided because of their state of health, accompanied by a caregiver.
5. All guests, except for those mentioned in Pt. 3, are obliged to maintain safe distance of 2 metres while queueing. Guests are obliged to follow the instructions of the auditorium staff when in the queue, while entering the auditorium and taking seats, as well as when leaving the auditorium and heading for the marked exits from the building.
6. The cloakroom in the Royal Theatre in the Royal Łazienki Museum in Warsaw is closed. As such, the guests are asked to take their outerwear with them to the auditorium. At the same time, the Organizers kindly encourage you to limit the number of personal possessions brought to the auditorium, including the outerwear. The Organizers take no responsibility for personal possessions left in the auditorium.
7. All participants are obliged to provide themselves with personal safety measures covering nose and mouth, as specified in Pt. IV. 2 of these Regulations. In case of lack of proper protection, or not following other instructions and recommendations of the auditorium staff (e.g. to maintain safe distance), the Opera reserves the right not to allow a person inside the building, or to ask a person to leave the auditorium and prevent them from participating in the event.
8. Cleansers and disinfectants are available in the building, in which the event is organized, in marked locations, e.g. in the lavatories and next to the entrances, taking into account the needs of the disabled.

9. Before the event, guests are obliged to fill in and sign a declaration concerning the possible infection with COVID-19, staying in quarantine, or under epidemic surveillance, and having contact with those infected with COVID-19. The GDPR Information Clause including a model declaration constitutes an integral part of these Regulations - Appendix 1. Declarations are filled in individually, in selected places and in the manner explained by the auditorium staff. For this reason, the participants are obliged to arrive to the event 30 minutes early, in order to ensure safe entrance and declaration collection.
10. The Opera reserves the right not to allow persons refusing to fill in a declaration into the building, in which the event is organized.
11. Participants are obliged to disinfect their hands before entering the building.
12. Latecomers will be allowed into the audience only during the interval, if there is one.
13. All event locations are absolute non-smoking locations.
14. Eating and drinking is not allowed in the auditorium.
15. Audio and visual recording, and taking photos is strictly forbidden.
16. Guests who fail to obey the instructions given by the auditorium staff, in case of breach of these Regulations or creating a risk for other spectators, will be asked to leave the event site without the possibility to obtain reimbursement of ticket costs.
17. The Organizers hereby inform about their legal obligation to provide the list of event participants and staff to relevant authorities - the Poviát Sanitary and Epidemiological Station, on their request, because of the measures taken to fight the epidemic.
18. Participation in the event is tantamount to reading and accepting these Regulations.
19. These Regulations enter into force on day of their publication on the Internet site of the Polish Royal Opera. The Organizer reserves the right to introduce amendments to these Regulations. All such amendments to the Regulations introduced by the Organizer shall enter into force after their publication on the Organizer's Internet site.
20. In matters not covered by these Regulations, the provisions of the Act of 23 April 1964 the Civil Code and other provisions of generally applicable law shall apply.

## Appendix 1:

### **The GDPR Information Clause**

In order to fulfil the information obligation referred to in Art. 13 of Regulation 2016/679 of the European Parliament and of the Council (EU) of 27 April 2016 concerning the protection of natural persons with regard to the processing of personal data and concerning the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) hereinafter referred to as: GDPR, we inform about the rules of the processing of your personal data with regard to the participation in an artistic event organized by the Polish Royal Opera in Warsaw and your related rights.

1. The Administrator of your personal data is the Polish Royal Opera (the Opera), with its registered office in Warsaw (postal code 00-695), ul. Nowogrodzka 49, Tel.: 22 511 59 00, e-mail: sekretariat@operakrolewska.pl, www.operakrolewska.pl.
2. The purpose of the processing of your personal data is the organization and operation of an artistic event organized by the Opera and the safety on site of the event organized and realized by the Opera, in particular in terms of the health safety, including the fight with the COVID-19 epidemic caused by the SARS CoV-2 virus.
3. The legal basis for the processing of personal data not constituting the so-called sensitive data (i.e. not related to health) is Art. 6 Par. 1 Pt. b) – with regard to actions resulting from the Opera's obligations as the Organizer of the event and in order to allow participation in the event, Art. 6 Par. 1 Pt. c) of GDPR – the necessity to fulfil the legal obligation imposed on the Administrator and Art. 6 Par. 1 Pt. f) of GDPR essentiality for the purposes resulting from legally justified interest realized by the Administrator, and in case of health-related data – the legal basis is Art. 9 Par. 2 Pt. i) of GDPR, i.e. the processing is necessary for the public interest in terms of public health, such as protection against serious cross-border health hazards or provision of high quality and care safety standards;
4. Failure to provide personal data shall result in the inability to allow you to participate in an artistic event organized by the Opera.
5. Your provided personal data will not be disclosed to third parties, except in case when the receivers of the personal data are entities authorized by law, e.g. courts of justice, investigation authorities, law enforcement authorities, or state institutions – should they issue such a request based on applicable legal basis, as well as the Central Sanitary Inspectorate (Główny Inspektorat Sanitarny, GIS) and sanitary and epidemiological authorities, or entities to which the Opera commits the processing of data – in particular the institution in the building of which the artistic event is held, or e.g. IT suppliers, auditors, legal advisers, etc.
6. The Personal Data Administrator does not intend to provide your personal data to any third country or international institution.
7. Personal data will be stored and processed by the Personal Data Administrator within the period required by law (during the epidemic for two weeks of the event date), and because of legally prescribed obligations, e.g. archiving obligation.

8. You are entitled to request access to your personal data, their clarification, removal – except for data processed on the basis of Art. 9 Par. 2 Pt. i) of GDPR, or to restrict the processing of data, object to the processing and transfer of your personal data, and to file a complaint to the supervisory body – the President of the Personal Data Protection Office.
  9. On the basis of applicable regulations, we have appointed a Data Protection Inspector who should be contacted regarding any questions or proposals related to the protection of personal data:
    - mail to: Polska Opera Królewska, Warszawa 00-695, ul. Nowogrodzka 49,
    - e-mail to: [iod@operakrolewska.pl](mailto:iod@operakrolewska.pl).
  10. The Opera will not make use of automated decision making systems, including profiling system, on the basis of your provided personal data.
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Warszawa, .....

Name and surname .....

Phone number .....

e-mail .....

**The Declaration of the Participant of an Artistic Event Organized by the Polish Royal Opera  
in Warsaw**

I hereby declare that according to my best knowledge I am not infected with the SARS CoV-2 virus and I am currently not in quarantine or under epidemiological surveillance. I hereby undertake to equip myself with personal protection equipment (a cover covering mouth and nose in accordance with the Regulations of the Polish Royal Opera, e.g. with a mask) and to disinfect hands on entering the building where the artistic event takes place.

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Date and legible signature

Polska Opera Królewska, ul. Nowogrodzka 49, 00-695 Warszawa.

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