



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://ewejsciowki.pl/> in accordance with the rules set out in the Regulations of this platform <https://ewejsciowki.pl/staticpages/regulamin>.

**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 either.

**III. TICKET RETURN AND EXCHANGE**

1. Ticket return or exchange is possible only in case of a cancellation of the 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 the costs to the bank account from which the payment was made.

**IV. INFORMATION FOR THE PARTICIPANTS OF ARTISTIC EVENTS**

1. Artistic 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, or in other places indicated by the Polish Royal Opera as the event venue.
2. In the auditorium, guests are obliged to only take seats specifically indicated by the staff.

3. Audience members are asked to leave their outer garments in the cloakrooms available at the event venues. The organizer encourages to limit the number of personal items brought into the auditorium. The organizer is not responsible for any personal items left at event venues.
4. Latecomers will be allowed into the audience only during the interval, if there is one.
5. All event locations are strictly non-smoking locations.
6. Eating and drinking is not allowed in the auditorium.
7. Audio and visual recording as well as taking photos is strictly forbidden.
8. The Organizers inform that selected artistic events may be recorded audio-visually and therefore, the participant agrees to the possible registration (recording) and publication of his image in connection with sitting in the audience during the event.
9. 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 a reimbursement of ticket costs.
10. Participation in the event is tantamount to reading and accepting these Regulations.
11. 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.
12. In matters not covered by these Regulations, the provisions of the Act of 23 April 1964 the Civil Code and other generally applicable provisions of Polish law shall apply.