



**POLSKA  
OPERA  
KRÓLEWSKA**

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

**I. TICKET SALES**

1. Tickets for the events organized by the Polish Royal Opera are bearer tickets.
2. Tickets are sold online via the sales platform <https://biletomat.pl/wydarzenia/w/warszawa/w/polska-opera-krolewska> according to the terms specified in the platform's regulations <https://biletomat.pl/regulamin> as well as at the event venue.

**II. DISCOUNTED TICKETS**

1. Discounted tickets are available for pupils, students up to 26 years of age, and pensioners/retirees.
2. On entering the event, discounted ticket holders are obliged to present a document entitling them to a discount.
3. The Polish Royal Opera reserves the right not to offer discounts on tickets for selected events.
4. Discounts cannot be combined with other special ticket offers or group discounts.

**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 a refund 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, seating is assigned according to the instructions of the audience service staff.
3. Audience members are asked to leave their outer garments in the cloakrooms available at the event venues. The organizer encourages limiting 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. Smoking is strictly prohibited at the event venues.
6. Eating and drinking are not allowed in the auditorium.
7. Audio and visual recording, as well as taking photos, is strictly forbidden.
8. The organizer informs that selected artistic events may be audiovisually recorded.  
By participating in the event, the attendee gives free, unlimited (territorially, temporally, and quantitatively) consent to the possible recording and distribution of their image resulting from being seated in the audience during the event.
9. Participants who do not follow the instructions of the audience service staff, violate these regulations, or pose a threat to the safety of other participants will be asked to leave the venue without the possibility of a ticket refund.
10. Participation in the event is tantamount to reading and accepting these Regulations.
11. These Regulations enter into force on the day of their publication on the website of the Polish Royal Opera. The organizer reserves the right to introduce changes to these Regulations. Any changes become binding after publication on the organizer's website.
12. In matters not regulated by these Regulations, the provisions of the Polish Civil Code of 23 April 1964 and other generally applicable laws shall apply.