

**Ticket Booking & Sales Regulations at Nowy Teatr in
Warsaw** dated 18 July 2016 by Order of the Nowy Teatr
Director no. 12/2016

**Consolidated text of the Regulations
taking into account changes to the Regulations introduced**

Order of the Nowy Teatr Director no. 16/2016 dated 26 August 2016,
Order of the Nowy Teatr Director no. 16/2018 dated 27 December 2018 and
Order of the Nowy Teatr Director no. 26/2019 dated 31 December 2019
Order of the Nowy Teatr Director no. 30/2020 dated 9 December 2020

§ 1

The following definitions are assigned to the terms contained in these Regulations:

1. **Regulations** – the following Regulations along with any further changes ;
2. **Nowy Teatr** – local authority institution based in Warsaw at ul. Madalińskiego 10/16, 02-513 Warszawa, Warsaw city council register of cultural institutions number RIA 113/85, NIP: 5213468244, REGON: 141245324;
3. **Events** – public showings of theatrical and other works, including concerts and all other arts and cultural activities staged at Nowy Teatr, organised or co-organised by Nowy Teatr outside the Nowy Teatr buildings, which are ticketed;
4. **Box office** – ticket office located at Nowy Teatr;
5. **Audience** – persons attending Events;
6. **Customer** – person booking or purchasing tickets for Events.

§ 2

1. These Regulations refer to bookings and sales of tickets for arts events taking place at Nowy Teatr in Warsaw.
2. The following Regulations affect bookings and sales of tickets online, exclusively in terms which assume are not contrary to the following:
 - 1) separate regulations adopted by Nowy Teatr, defining the rules governing ticket sales via the Nowy Teatr Website;
 - 2) other regulations, applied by intermediaries in the online ticket sales process (eg. ebilet.pl, bilet24.pl).
3. Information about the opening hours of the Box Office is found on the Nowy Teatr Website. Said opening hours can be changed by Nowy Teatr by being published on its Website. These changes can be temporary (such as in the summer or seasonal breaks) or else connected with a given Event.

§ 3

1. Tickets are documents allowing holders access to Events.
2. Tickets can be used only once and will be checked upon entry to the Event.
3. Nowy Teatr bears no responsibility for purchased tickets which have been damaged or lost.
4. Audiences who have purchased discount tickets are required to present a valid document entitling them to the discount, both when purchasing them at the Ticket Office and when verifying the ticket. Nowy Teatr may refuse admission to an Event to a ticket holder who does not have a valid document entitling them to a discount.

5. Persons wishing to buy trade tickets must send an advance email to bow@nowyteatr.org confirming the circumstances authorising them to buy such tickets.
6. Nowy Teatr can refuse entry to Audiences who are late for Events. Nowy Teatr will strive to allow late entry, but retains the right to refuse entry or seat persons in places not indicated on their ticket; Customer Service Staff will then select alternative seating.
7. Events cannot be recorded (filmed, photographed, audio recorded).
8. Mobile devices cannot be used during Events. Audiences are requested to turn their mobile devices off upon entering the auditorium.
9. No food or drink can be consumed in the stage space (especially so in the auditorium) or the rehearsal room (if the Event is staged there).
10. No tobacco products can be used or smoked on the Nowy Teatr premises – with the exception of designated smoking areas.
11. Nowy Teatr reserves the right to change the repertoire without giving notice, without giving reasons. Changes will be accompanied by the opportunity to return or change tickets.

§ 4

1. Nowy Teatr has the following individual tickets on sale:
 - 1) normal tickets: full price tickets, available to all Customers until sold out;
 - 2) discount tickets: destined for students up to the age of 26, doctorate students regardless of age, pensioners, the disabled, soldiers, veterans and professional carers,
 - 3) staff tickets: available to Nowy Teatr staff,
 - 4) trade tickets: intended for members of the creative industries, including arts and media professionals and Nowy Teatr partners (who do not work directly for Nowy Teatr).
2. Nowy Teatr offers the following for Events aimed at young audiences:
 - 1) be this full price tickets;
 - 2) tickets come in two types:
 - a) adult tickets: for persons above the age of 18;
 - b) child tickets: for persons below the age of 18.
3. In all cases Nowy Teatr can put up for sale group tickets, which are sets of 10 or more tickets purchased as a one-off.
4. Holders of the Young Varsovian Card or the Varsovian Card can purchase a maximum of two full-price tickets at 15% discount, for shows between Monday and Thursday. Card holders must present valid cards, both at point of purchase as well as on the day of the Event. Nowy Teatr can refuse entry to those who fail to present valid cards authorising discounted entry.
5. Nowy Teatr can sell discounted tickets for selected Events which do not guarantee ticket holders a specific seat in the auditorium:
 - 1) discounted returned tickets at 10zł per ticket for performances with the exceptions of premieres for students of national theatre schools; a public pool of discounted tickets as decided by the Director and then subject to change. Discounted tickets can be applied for by emailing bow@nowyteatr.org with a scan of student ID valid for discounts and its verification by Nowy Teatr or by showing ID at the Box Office. The allotted returns should be paid for at least 30 mins before the show at the Box Office;
 - 2) the remaining discounted returns can be issued no earlier than 30 mins before the start of each Event, as decided in terms of numbers by Nowy Teatr on the day of the Event.
6. Nowy Teatr can limit the number of discounted tickets available for purchase, and other non-full-price tickets for any given Event and discounted returns or else completely cease their sale.
7. Nowy Teatr can introduce separate booking and ticket sales regulations for selected Events or introduce new sorts of tickets. Nowy Teatr is authorised to issue discounted or free tickets for Events to persons who are residing in housing projects, care homes, the unemployed and others who struggle to find work, refugees, disabled children and children from impoverished homes, guardians of groups of 10 or more children.
8. Nowy Teatr announces ticket prices for each Event in any given performing season on its own Website, and wherever possible in printed programmes. Ticket prices can change

during each season without prior warning or justification. Nowy Teatr guarantees the prices of tickets already purchased or paid for in advance.

9. Tickets feature the title of the Event, date and time of Event start, along with the row and seat number (when there is seating available). Selected Events do not oblige Nowy Teatr to indicate seating rows and numbers.
10. Nowy Teatr staff are those employed on permanent contracts. Staff tickets for individual Events are bound by the following terms:
 - 1) Public Events: staff are allowed 2 (two) staff tickets per Event in any given season;
 - 2) other Events: staff are allowed 2 (two) staff tickets per Event, unless the Director decrees otherwise.

§ 5

1. Nowy Teatr can limit the number of reservations for individual and group tickets to one Customer per one Event.
2. Ticket Bookings can be made:
 - 1) in person during Box Office opening hours.
 - 2) By phone by ringing: (+48) 22 379 33 33, during Box Office opening hours,
 - 3) by emailing: bow@nowyteatr.org, bookings being valid once confirmed by return email from Nowy Teatr.
3. To book tickets provide Nowy Teatr with the Customer's name, telephone number and email address. Personal data is handled on the basis of art. 6 sec. 1 lit. b) Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free transfer of such data, and repealing Directive 95/46 / EC (general regulation on the protection of data) (hereinafter RODO) only for the purposes of taking action before concluding the ticket sales contract and its performance. Processing will take place in accordance with the principles set out in Art. 5 RODO. Personal data will be processed for the period until the limitation of claims that may arise from the contract.
In line with RODO, Customers have the right to:
 - 1) access to data or requesting copies;
 - 2) request corrections to data;
 - 3) for data to be removed or processed;
 - 4) complain to the relevant authority.

Customers can make use of these rights by contacting the Inspector for Personal Data at Nowy teatr - Dorota Flinker, e-mail: iodo@nowyteatr.org. Personal data is provided voluntarily, but is necessary for the processing and sales of ticket bookings.

4. Bookings can be made from the time tickets are made available for purchase at the latest:
 - 1) 2 (two) days for individual tickets, excepting point 2 below;
 - 2) 3 (three) days for individual tickets reserved via email;
 - 3) 7 (seven) days for group tickets before the day of the Event.
5. Bookings will be actioned according to ticket availability for each Event. Nowy Teatr can limit the number of tickets for advance bookings.
6. Bookings are valid once confirmed by the Nowy Teatr staff making the booking.
7. Successful bookings should be completed by making a payment and collecting the ticket from the Box Office. Valid tickets must be presented prior to entry to each Event.
8. If no Nowy Teatr employee informs the Customer about a different period for ticket purchasing at the Box Office, then payments must be made:
 - 1) individual bookings – no later than 30 minutes before the start of the Event being paid for;
 - 2) group bookings – no later than 7 days before the date of the Event
9. Box Office payments can be made using cash or payment cards - Nowy Teatr is not responsible for interruptions with this service facility.
10. When paying for tickets using online transfers:
 - 1) payments should be made no later than 2 (two) days before the day of the Event, to the following bank account: Bank BGŻ 78 2030 0045 1110 0000 0345 1610;

- 2) please use the date and title of the Event in the bank transfer title when paying for the tickets;
 - 3) the ticket sales contract is completed upon receipt of payment by Nowy Teatr, which is when the full purchase amount is received by the Nowy Teatr bank account;
 - 4) Nowy Teatr will send an email confirmation of a purchase being made to the address provided when the booking was made;
 - 5) returns/complaints should be made by email to bow@nowyteatr.org with RETURNS/COMPLAINTS being entered in the subject field of the email. This message should contain the name of the complainant and detailed description of the cause of the return/complaint. This should happen no later than 2 days from confirmation of payment being received by Nowy Teatr for tickets; if this is not sent, then the above period begins with the day the bank transfer is made for relevant purchases. Refunds will not be issued for claims made outside of these timescales. Claims will be answered within 14 working days of being made. Meanwhile, the Customer has the right to pursue claims not included in the complaint procedure before the competent common court, on general terms;
 - 6) Nowy Teatr will keep tickets up to the day of the Event. Nowy Teatr will not post out tickets to Customers or third parties;
 - 7) tickets can be collected from the Box Office upon presentation of valid proof of payment;
 - 8) Nowy Teatr accepts no liability for factors beyond its control, such as the Customer providing incorrect data or failures in Internet provision, email services and data lost online, individual computer settings or configurations or interruptions to Internet service provision by providers.
11. Booked tickets which have not been paid for in agreed timescales are automatically annulled, without the need to inform the Customer before they are put up for sale.

§ 6

1. Tickets are sold via the Box Office during its opening hours.
2. Teatr gives priority 40mins before the start of each Event at the Box Office to those who are purchasing tickets or paying for previously Booked tickets for the upcoming Event.

§ 7

1. Subject to paragraph 2 below, the return of purchased tickets:
 - 1) individual – can only be actioned 2 days at the latest before the day of the Event they were bought for;
 - 2) Group – can only be actioned 7 days at the latest before the day of the Event they were bought for.
2. Subject to paragraph 8 below, the Customer concluding a ticket sales contract by payment to the bank account of Nowy Teatr, in accordance with Art. 38 points 12 of the Act of 30 May 2014 on consumer rights (Journal of Laws of 2020, item 287, as amended), there is no right to withdraw from the contract without giving the reason referred to in art. 27 above the law.
3. Tickets will only be refunded at the Box Office during its working hours.
4. Refunds will only be issued upon presentation of a fiscal receipt or VAT invoice documenting ticket purchase and the ticket to be returned itself.
5. Unused tickets will not be refunded.
6. Ticket swaps for Events on a different day or for another Event are possible where tickets are available, at least 2 days before the day the Event is due to take place as ticketed. The swap may involve additional payments, if the new tickets are more expensive, or a return of monies if they are less expensive.
7. Last minute returns cannot be refunded..
8. In cases where Events are cancelled by Nowy Teatr, customers can:
 - 1) Receive a refund for a purchased ticket, as defined by Nowy Teatr on its Website, no later than 6 days from the date of purchase;
 - 2) Where this is possible – swap tickets for the same Event on a different day or for another Event.

9. Complaints are not possible once the Customer walks away from the Box Office.

§ 8

1. Nowy Teatr can allow special guests, media representatives and journalists to purchase a number of tickets indicated by the Nowy Teatr Director at a price of 10 zł (ten zlotys) for each invite.
2. Special guests, media representatives and journalists are asked to confirm attendance within timescales indicated by the invitations, and if this is not indicated – at least 3 before the day the Event takes place.
3. Special guests, media representatives and journalists are asked to pick up their invitations from the Box Office at least 30 mins prior to start of each Event.
4. In cases where confirmation of arrival or receipt of reserved tickets is delayed for special guests, media representatives and journalists will be allowed to purchase tickets subject to availability.

In terms of partnerships with media patrons and barter arrangements relating to individual events, Nowy Teatr has the obligation to provide the number of free invitations as agreed in binding agreements, including the winners of competitions organised by Nowy Teatr partners and patrons.

5. Artists and other persons engaged in producing Events are authorised to receive two invitations for – according to decisions made by the Nowy teatr Director – the premiere or dress rehearsal of said Event, while the director of each event will receive two sets of two invitations for each.
6. Nowy Teatr can also distribute free invites for Events to Nowy Teatr partners, students, residents and curators working with Nowy Teatr, based on decisions made by the Nowy Teatr Director.
7. Nowy Teatr can host events which are free of charge for audiences to attend. In cases where the number of free tickets is limited, Nowy Teatr reserves the right to oblige audiences to collect free entry tickets from the Teatr Box Office prior to the Event starting, at a time indicated by Teatr.

§ 9

1. These Regulations are officially in force as of 18 July 2016.
Purchasing Tickets means acceptance of these Regulations by the Customer.
2. Nowy Teatr may change the Regulations at any time by publishing the amended Regulations on the Nowy Teatr Website. Changes are in force once made public, unless the amended Regulations state otherwise.