



THE CASTLE  
OPERA  
in Szczecin

## **REGULATIONS ON TICKET SALES AND PARTICIPATION IN THE EVENTS ORGANISED DURING SARS – CoV-2 (COVID-19) EPIDEMIC in the artistic season 2020/2021**

### GENERAL PROVISIONS

For reasons connected with the safety of us all – Viewers, Artists and Employees of the Opera at the Castle in Szczecin (later on as “Opera” or “Theatre”) – we impose the regulations binding during the shows and spectacles, in the content of the regulations related to as “events”, organised by the Opera at the Castle in the artistic season 2020/2021. The regulations are compatible with the guidelines of the Ministry of Culture and National Heritage, the Ministry of Development and the Main Sanitary Inspector regarding the methods of organisation of cultural events during the epidemic of the virus SARS-CoV-2 and the act from March 2, 2020 on special solutions related to prevention, counteraction and eradication of COVID-19, other contagious diseases and crisis situations caused by them (Journal of Laws from 2020, item 374).

#### § 1

#### PARTICIPATION IN EVENTS

1. During the stay in the location of “the event” and movement on the premises Viewers should follow binding provisions, especially regarding movement in such a way that enables keeping the social distance and staying in a safe distance from one another, in accordance with the current guidelines of the Ministry of Health and the Main Sanitary Inspector and the law.
2. Pursuant to the binding provisions, the sale includes half the seats in the auditorium.
3. The order to keep the social distance does not refer to people living together. We have enabled the purchase of seats next to each other for close family members.
4. From the moment of entering the event to the moment of leaving it, viewers are obliged to follow any announcements emitted by the Organiser and to follow the marked communication routes.
5. People who are on a quarantine, under epidemiologic supervision or who have the symptoms of the infection, including dyspnoea, fever (body temperature  $> 37.5^{\circ}\text{C}$ ), cough, loss of smell of sudden origin, loss or problems with taste of sudden origin are prohibited from attending the “event”.
6. Theatre staff have the right to stop the participation in the event of a person who does not follow the regulations, their rules and guidelines, and in such a case the ticket may not be refunded.
7. The participants of the event are advised to come to the location of the event in advance so that all procedures pursuant to the guidelines of the Ministry of Culture and National Heritage regarding cultural events during the pandemic may be smoothly applied.
8. The rules on participation in an event or staying on the premises of the theatre may be complemented or changed at any moment.

#### § 2

#### SAFETY RULES

1. Viewers will be obliged to cover their mouths and noses with a mask or another cover (which they should provide on their own), during the whole event. Having the protective measures is obligatory and it affects the participation in the “event”. Uncovering the mouth and the nose is possible in case it is necessary to identify or verify the identity of a person.



THE CASTLE  
OPERA  
in Szczecin

2. Gathering or crowding while passing through doors, passageways, corridors and in toilets ought to be avoided.
3. Each viewer is obliged to disinfect hands at the moment of entering the location of the "event". Disinfectants are provided by the Organiser.
4. During the event viewers will be obliged to stay in the places marked on the ticket and to keep the social distance.
5. Leaving the designated place is permissible only during intermissions in order to use the toilet.
6. Directly before entering the event, every participant of the event is obliged to submit to the Organiser a written statement on their health condition, that as far as they know they are not infected and they are not on a quarantine or under epidemiologic supervision and that they have read the information clause regarding the processing of the personal data (see a template in the attachment no. 1 to these regulations). The theatre staff will provide each participant of an event with a proper statement form.
7. A participant of an event may have their body temperature measured. In case the body temperature is over 37.5°C, the participant will not be allowed to enter the location of the event.

### § 3 BOOKING TICKETS

1. Tickets to the events organised by the Opera at the Castle may be booked in the following ways:
  - a. by phone:
    - in the marketing department from Monday to Friday from 10.00 a.m. to 2.00 p.m., phone no. 91 43 48 144, 91 43 48 140, 91 43 48 139, 91 43 48 106,
    - in the Opera ticket office from Tuesday to Friday from 12.00 a.m. to 5.00 p.m., phone no. 91 43 48 106, 91 43 48 104,
  - b. in person in the ticket office of the Opera at the Castle in Szczecin:
    - from Tuesday to Friday from 12.00 a.m. to 5.00 p.m.,
    - on other days the ticket office is closed.

The Opera at the Castle reserves the right to change days and times of work of the ticket office. Information about such changes will be published on the website [www.opera.szczecin.pl](http://www.opera.szczecin.pl) and the Opera Facebook profile.

2. Booking may be accepted after the person doing the booking provides the following information:
  - a. name and surname of the person,
  - b. the phone number of the person,
  - c. the type of the ticket being booked.
3. Refusal to provide the data indicated in point 2 makes booking tickets impossible.
4. Tickets booked by phone need to be paid for:
  - a. by individual persons within 7 days after the booking but no later than 21 days before the event. On the expiry of the period all bookings are cancelled.
  - b. by groups after sending the group order form within 7 days after booking, mentioned in § 7 of the Regulations on Ticket Sales and Booking, no later than:
    - to shows for children and families- 30 days after the booking,
    - to other shows- 45 days before the event.

On the expiry of the periods all bookings are cancelled.

5. In case the ordered group tickets are not claimed before the deadline, the Opera at the Castle will charge the orderer the cost of the ordered tickets. In such a case the booker has no right to a complaint.



THE CASTLE  
OPERA  
in Szczecin

6. Bookings made later than 21 days before the event need to be paid for on the day of booking during the working hours of the ticket office.
7. The Opera at the Castle reserves the right to change the time for claiming tickets for each event. In such a situation an employee of the Opera at the Castle making the booking is obliged to inform the booker about the changed time for claiming tickets.
8. An employee of the Opera at the Castle making the booking is obliged to inform the booker about the date, time and place of the event, booking number, price and payment time for the tickets.

#### § 4 TICKET SALE

1. Tickets to the Opera at the Castle in Szczecin are sold:
  - a. in the ticket office of the Opera at the Castle in Szczecin: from Tuesday to Friday from 12.00 p.m. to 5.00 p.m.. On other days the ticket office is closed
  - b. in the location of the event two hours before the planned event, to any places available,
  - c. via the website [www.opera.szczecin.pl](http://www.opera.szczecin.pl),
  - d. by other entities which sell tickets on the grounds of separate contracts for the purpose.

The Opera at the Castle reserves the right to change days and times of work. Information about such changes will be published on the website [www.opera.szczecin.pl](http://www.opera.szczecin.pl) and the Opera Facebook profile.

2. Purchase of tickets via the website [www.opera.szczecin.pl](http://www.opera.szczecin.pl) is possible 1 day before the event the latest.
3. The purchase of a ticket in the ticket office, via the website or other entities and participation in an event organised by the Opera at the Castle in Szczecin shall constitute the acceptance of the regulations on ticket sales and booking valid for the events organised by the Opera at the Castle in Szczecin. The viewer undertakes the obligation to follow them.

#### § 5 PERSONAL DATA

1. The personal data the Viewer provides while booking and buying a ticket may be sent to the Main Sanitary Inspector and law enforcement if they ask the Opera for it in order to carry out an epidemiologic investigation in case it is discovered that an infected person took part in the event. Buying a ticket constitutes giving a consent to having the data sent.
2. Detailed information on personal data processing (meeting the requirements of article 13 of RODO) is in the attachment no. 2 to these regulations.
3. When buying a ticket on the website, the Viewer, by marking proper boxes in the internet order form, also states that:
  - a. they have read and accepted "The Regulations on ticket sales and booking" and "The Regulations on ticket sale and participation in the events organised during SARS – CoV-2 (COVID-19) epidemic".
  - b. They are aware that in case it is discovered that a person infected with coronavirus SARS-CoV-2 took part in the event, their personal data and contact details provided below (as a participant of a cultural event) may be sent to the Main Sanitary Inspector and their services. This data is to facilitate contact with the participants of an event after it is finished.
4. When buying a ticket at the ticket office of the Opera, the Viewer who wants to take part in the event is obliged to sign statements that:
  - a. they have read and accepted "The Regulations on ticket sales and booking" and "The Regulations on



THE CASTLE  
OPERA  
in Szczecin

ticket sale and participation in the events organised during SARS – CoV-2 (COVID-19) epidemic”.

- b. They are aware that in case it is discovered that a person infected with coronavirus SARS-CoV-2 took part in event, their personal data and contact details provided below (as a participant of a cultural event) may be sent to the Main Sanitary Inspector and their services. This data is to facilitate contact with the participants of an event after it is finished.

The contact details mentioned above will not be used by the Opera at the Castle in Szczecin in any way at any time, except for the situation a proper body of sanitary-epidemiologic supervision demands access to it within the conducted epidemiologic investigation. The contact details will be made accessible especially in case it is suspected that the viewer may have had contact with a person whose symptoms indicate the possibility of being infected with SARS-CoV-2 virus for the protection of health of the viewer and the people they had contact with.

5. The data provided when buying tickets (online or in the ticket office) and the statements, during the COVID-19 pandemic will be stored for 2 weeks and then destroyed.

## §6

### CANCELLING AN EVENT, TICKET EXCHANGE AND REFUNDS

The Opera at the Castle in Szczecin introduces the possibility to return and exchange tickets in case a show is cancelled due to reasons beyond the control of the Opera at the Castle in Szczecin and purchased:

- a. in person in the ticket office of the Opera at the Castle,
- b. via the website [www.opera.szczecin.pl](http://www.opera.szczecin.pl)
- c. in a different way when paid by a traditional money transfer,
- d. via other entities which sell tickets on the grounds of separate contracts for the purpose

1. Tickets may be exchanged for the same title they were purchased for organised at the nearest date.
2. The possibility to exchange tickets regards all people who have bought tickets to a cancelled event organised by the Opera at the Castle:
  - a. people who have bought tickets directly in the ticket office or paid for them by money transfer and have claimed their tickets may exchange them directly in the ticket office of the Opera at the Castle by coming to the ticket office with the tickets,
  - b. people who have bought tickets via the website [www.opera.szczecin.pl](http://www.opera.szczecin.pl) or have paid for them by money transfer and have not claimed their tickets from the ticket office are asked to send an email to the address [kbaranowska@opera.szczecin.pl](mailto:kbaranowska@opera.szczecin.pl) within 10 days from the date of the cancelled show, writing in the title „wspieram kulturę-wymiana” (“I support culture – exchange”),

In the message there should be provided:

- the surname,
- the title and the date of the show,
- numbers of purchased seats and rows,
- the date, the amount and the form of payment.

3. People who have purchased their tickets in the ticket office of the opera, or have paid for them by money transfer and have claimed their tickets may withdraw from the contract and return the tickets only in the ticket office of the Opera at the Castle. The deadline for returning tickets will be determined in a separate



THE CASTLE  
OPERA  
in Szczecin

announcement on the website [www.opera.szczecin.pl](http://www.opera.szczecin.pl). Withdrawing from the contract must be done in writing (a template of a statement on withdrawal is the attachment no. 3 to these regulations), there needs to be attached the document being returned – ticket/s issued by the Opera at the Castle in Szczecin.

4. The refund for tickets purchased online and paid for by a money transfer (in case the tickets were not claimed from the ticket office) will be done automatically within 180 days from the date of withdrawal from the contract on ticket purchase to the show, to the account from which the tickets were paid for. It does not refer to people who express a wish to exchange tickets in accordance with § 6 points 1 and 2.
5. The rules on refunds for tickets purchased via other entities have been determined in the regulations of these entities.
6. In matters regarding the potential refunds for tickets to guest events one should contact their organisers and sellers.

## §7 FINAL PROVISIONS

1. In matters not addressed in these Regulations, one shall apply the Regulations on ticket sales and booking from August 20, 2018, binding for the sale of tickets to events taking place in the Opera at the Castle in Szczecin, as appropriate.
2. These Regulations enter into force on September 9, 2020 until further notice.



THE CASTLE  
OPERA  
in Szczecin

Attachment no. 1

Szczecin, on \_\_\_\_\_ 2020

\_\_\_\_\_  
Name and surname

\_\_\_\_\_  
Address

\_\_\_\_\_  
current phone no.

### STATEMENT

1. I hereby state that I have had no contact with a person infected with COVID-19 virus and that no member of my immediate family nor a person close to me is on a quarantine, in home isolation, has had contact with a person coming from abroad, has had any symptoms (clinical criterion) indicating a contagious disease, including dyspnoea, fever (body temperature > 37.5oC), cough, loss of smell of sudden origin, loss or problems with taste of sudden origin. I am in good health, I have no disease symptoms (clinical criterion) indicating a contagious disease, including dyspnoea, fever (body temperature > 37.5 oC), cough, loss of smell of sudden origin, loss or problems with taste of sudden origin.
2. I undertake the obligation to inform the Opera at the Castle in Szczecin by sending an email to the address: sekretariat@opera.szczecin.pl about any changes in health condition related to COVID-19 virus of people close to me, that is if anybody in my family is on quarantine or gets sick with COVID-19.
3. I hereby state that I have read "The Regulations on ticket sale and participation in the events organised during SARS – CoV-2 (COVID-19) epidemic", the Organiser "The Opera at the Castle in Szczecin", including in particular the information on valid rules of logistics and safety during an event. I hereby declare full compliance with the guidelines included in them.
4. I give my consent to having my body temperature checked with a contact-free thermometer at any moment if I show any symptoms of ill health.
5. I hereby state that I am aware that any measures taken up by the Opera at the Castle in Szczecin are in accordance with the guidelines of the Minister of Culture and National Heritage, the Main Sanitary Inspector and the Minister of Health and they aim at minimising the risk of COVID-19 infections, however, despite all the safety measures it is not possible to eliminate the risk of infection in 100%. I am aware of the risk.
6. I hereby state that I have read the information clause regarding the processing of my personal data by the Opera at the Castle in Szczecin.

\_\_\_\_\_  
A legible signature



THE CASTLE  
OPERA  
in Szczecin

## Attachment no. 2

Information clause regarding personal data processing due to undertaking preventive actions regarding the spread of coronavirus COVID-19.

Information clause regarding personal data processing in order to provide safety for the participants of artistic events/ shows organised by the Opera at the Castle in Szczecin and in order to prevent the spread of coronavirus COVID-19.

This clause regards the issue of personal data processing related to obtaining information on health condition of natural persons. Personal data processing takes place pursuant to the provisions of article 9 section 1 letter i) and article 6 section 1 letter d) of the Regulation of the European Parliament and of the Council (EU) 2016/679 from Apr 27, 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and the repeal of Directive 95/46/WE (General Data Protection Regulation) (the Official Journal of EU no. 119, p. 1) – later on referred to as RODO, in relation to the act from March 2, 2020 on special solutions related to prevention, counteraction and eradication of COVID-19, including the guidelines for organisers of cultural and entertainment events during the epidemic of the virus SARS-CoV-2 in Poland of the Ministry of Culture and National Heritage, the Ministry of Development and the Main Sanitary Inspector.

The administrator of your data is the Opera at the Castle in Szczecin, with the seat in 34 Korsarzy St. in Szczecin (70-540), phone no.: the secretary (91) 43 48 102, email address: sekretariat@opera.szczecin.pl, the representative of the administrator is the Managing Director of the Opera at the Castle in Szczecin, later on referred to as the Administrator. The Administrator appointed the Inspector for Data Protection. Contact with the Inspector for Data Protection by email: iod@poczta.opera.szczecin.pl.

Taking into consideration the legal grounds mentioned above, the Administrator is entitled to interviewing and demanding statements regarding information on health from participants of artistic events/shows and also to obtaining information regarding the necessity to undertake preventive actions as regards the spread of coronavirus COVID-19. Processing data for the reasons mentioned above is necessary to provide safety and to undertake actions in order to protect health and life of people the data is of and also to provide safety for employees and associates of the Administrator. A refusal to provide data may result in lack of admission to an artistic event/show. Personal data will be processed in the Opera at the Castle for a period necessary to fulfil obligations related to the epidemic hazard (for 2 weeks) and then destroyed or sent to the company archives, except for the situation when within the two weeks there are discovered cases of coronavirus COVID-19 infection.

Your data may be sent to duly authorised bodies and institutions (including the State Sanitary Inspection) when it is necessary to prevent the spread of the coronavirus COVID-19 epidemic.

Your data will not be sent beyond European Economic Area nor to an international organisation, and it will not be a subject of automated decision process nor it will be profiled.

You have the right to:

1. access your data,
2. have your data corrected,
3. limit processing,
4. make a complaint to the President of the Office for Personal Data Protection (to the address: Urząd Ochrony Danych Osobowych, ul. Stawki 2, 00-193 Warszawa);



THE CASTLE  
OPERA  
in Szczecin

Attachment no. 3

## A TEMPLATE OF A STATEMENT ON WITHDRAWING FROM THE CONTRACT

\_\_\_\_\_, on \_\_\_\_\_

### A statement on withdrawing from the contract

Due to the announcements on the state of epidemic emergency and the state of epidemic on the territory of the Republic of Poland, the limitation on creative activities related to any public forms of culture and entertainment, I state that I am withdrawing from the contract on purchase of a ticket to a show of the Opera at the Castle in Szczecin, and I am kindly asking for a refund of the amount determined on the ticket

- in cash at the ticket office of the Opera at the Castle
- to my bank account number \_\_\_\_\_

I enclose to this statement the ticket/s issued by the Opera at the Castle in Szczecin.

\_\_\_\_\_  
Name and surname  
(andwritten, legible signature)