



THE CASTLE  
OPERA  
in Szczecin

**REGULATIONS ON TICKET SALES AND BOOKING**  
**from July 1st, 2021 valid for sales of tickets to the events taking place**  
**IN THE OPERA AT THE CASTLE IN SZCZECIN**  
**in 34 Korsarzy St. In Szczecin**

§ 1  
GENERAL PROVISIONS

1. Booking tickets to the Opera at the Castle is dealt with by the marketing department and the ticket office of the Opera at the Castle.
2. Ticket sale is dealt with by the ticket office of the Opera at the Castle. Ticket sale is also conducted by other entities which sell tickets on the grounds of separate contracts for the purpose and via the website [www.opera.szczecin.pl](http://www.opera.szczecin.pl)
3. For the needs of these Regulations there are used the following terms:
  1. An event – a show, a concert, a performance or another cultural event organised by the Opera at the Castle,
  2. A special event – an event to which there are no discounted tickets,
  3. A repertoire event – an artistic event entered into the repertoire of the Opera at the Castle in Szczecin,
  4. Working days – from Monday to Friday.

§ 2  
BOOKING TICKETS

1. Tickets to the events organised by the Opera at the Castle may be booked in the following ways:
  1. by phone:
    - a. marketing department from Monday to Friday from 7.30 a.m. to 3.30 p.m., phone no. 91 43 48 144, 91 43 48 140, 91 43 48 139, 91 43 48 106,
    - b. Opera ticket office from Tuesday to Friday from 12.00 a.m. to 6.00 p.m., and on Saturdays from 2.00 p.m. to 6 p.m., phone no. 91 43 48 106, 91 43 48 104,
  2. in person in the ticket office of the Opera at the Castle in Szczecin:
    - a. from Tuesday to Friday from 12.00 a.m. to 6.00 p.m., and on Saturdays from 2.00 p.m. to 6 p.m.
    - b. on Mondays the ticket office is closed.
  3. The Opera at the Castle reserves the right to change days and times of work of the ticket office.
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 booked ticket.
3. Refusal to provide the data indicated in point 2 makes it impossible to book any tickets.
4. Tickets booked by phone need to be paid for:



THE CASTLE  
OPERA  
in Szczecin

1. by individual persons within 7 days after booking but no later than 14 days before the event.  
On the expiry of the period all bookings are cancelled, subject to the provisions of § 7 point 6.
2. by groups after sending the form for a group order, mentioned in § 7 no later than:
  - to shows for children and families 60 days after the booking,
  - to other shows 45 days before the event.On the expiry of the periods all bookings are cancelled, subject to the provisions of § 7 point 6.
5. 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.
6. 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.
7. 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.

### § 3 TICKET SALE

1. Tickets to the Opera at the Castle in Szczecin are sold:
  1. in the ticket office of the Opera at the Castle in Szczecin:
    - a. from Tuesday to Friday from 12.00 p.m. to 6.00 p.m.,
    - b. on Saturdays from 2.00 p.m. to 6.00 p.m.,
    - c. on Mondays the ticket office is closed
  2. in the location of the event two hours before the planned event, to any places available,
  3. via the website [www.opera.szczecin.pl](http://www.opera.szczecin.pl)
  4. by other entities which sell tickets on the grounds of separate contracts for the purpose.
2. Purchase of tickets via the website is possible 1 day before the event the latest.
3. In case there are doubts about the payment, decisive is the moment the money is entered in the bank account of the Opera at the Castle in Szczecin, and the purchaser accepts the risk related to not having the payment entered before the deadline.  
After making the payment via the Internet or a transfer to the bank account of the Opera at the Castle, the ticket can be claimed based on the document confirming making the payment of the total amount:
  1. in the ticket office of the Opera at the Castle on days and in times it is working,
  2. in the location of the event – for organisational reasons we are asking you kindly to claim your tickets no later than 30 minutes before the event.
4. The ticket office of the Opera at the Castle accepts payment cards Polcard, Visa, MasterCard and others that can be used in the payment terminal, as well as vouchers: MultiTeatr Gold and Vouchers issued by „Społem” Powszechna Spółdzielnia Spożywców. Payment with a payment card is not possible in case the ticket is purchased not in the ticket office of the Opera at the Castle.
5. Transaction with credit cards and e-transfers are done through Dotpay service centre.



THE CASTLE  
OPERA  
in Szczecin

#### § 4 TICKETS

1. Tickets to the events organised by the Opera at the Castle are registered forms.
2. Each ticket is marked with consecutive numbers.
3. Tickets forms are marked with the logo of the Opera at the Castle and contact details, and they contain appraisal information as well as the following information about the event: the title, the date, the time, a type of ticket, row and seat and the price. An electronic ticket means a voucher entitling to taking part in the marked event of the Opera at the Castle in Szczecin with the indication regarding the seat, it includes an individual bar code, information about the title, date, price of the ticket and the selected seat and it is sent to the viewer in an email.
4. Ticket prices are set on the grounds of separate dispositions of the managing director of the Opera at the Castle issued at the request of the manager of the marketing department.
5. Pursuant to the regulations of the act from March 11, 2004 on tax on goods and services (Journal of Laws from 2011, no. 177, item 1054 as amended) ticket price includes 8% of VAT tax.
6. Tickets without the appraisal information do not entitle to entering the event.
7. In case of purchase of a ticket via other entities, it is necessary to present the ticket in the form valid for that entity, and confirmed and accepted by the Opera at the Castle in Szczecin.

#### § 5 TYPES OF TICKETS

Opera at the Castles sells the following types of tickets:

##### **I. REGULAR TICKETS**

##### **II. DISCOUNTED TICKETS**

1. Discounted tickets may be claimed by:
  1. students of elementary schools, junior highs, secondary schools, post-secondary schools on the basis of a valid school ID (to the events from the repertoire except for premieres and special events);
  2. students of I and II degree full-time studies, extramural studies and evening studies as well as PhD students on the basis of a valid student ID or PhD ID (to the events from the repertoire except for premieres and special events);
  3. pensioners on the basis of a document confirming the right to benefits together with an ID (to the events from the repertoire except for premieres and special events);
  4. people who have a Szczecin and West Pomeranian Senior Card as well as a Szczecin and West Pomeranian Family Card, in any case indicated in points 1-4 of this section after presenting a valid document confirming the right to buy a discounted ticket together with the purchased ticket to the staff of the Opera at the Castle before entering the event. In case the person is not carrying the valid document confirming the right to buy a discounted ticket, the person having the discounted ticket and willing to use the services of the Opera at the Castle is obliged to pay the difference in price between the discounted ticket they have and a regular ticket.
2. Discounted tickets may be sold for seats category I, II and III.



THE CASTLE  
OPERA  
in Szczecin

### III. GROUP TICKET

1. Group tickets may be claimed by:
  1. people or institutions (pensioners' associations, associations etc.) who buy at least 15 tickets to one event. When buying group tickets, the purchaser may buy one ticket for the organiser for 5PLN, no more than one ticket per each purchased 15 tickets.
  2. kindergarten groups buying at least 10 tickets for one event. When buying group tickets for kindergarten groups their guardians receive free tickets, no more than two tickets per each purchased 10 tickets.
  3. School groups buying at least 10 tickets for one event. When buying group tickets for school groups their guardians receive free tickets, no more than one ticket per each purchased 10 tickets.
2. The condition to purchase a group ticket by the people determined above is submitting a group order form which is described in § 7 of these Regulations within 7 days from the day of booking the tickets.
3. Group tickets (without the need to meet the condition on the size of the group and without the need to book prior to purchase as described in § 7 of these Regulations) may be claimed by:
  1. members of the Association of Artist of Polish Stages,
  2. members of the Association of Polish Musicians,
  3. disabled persons who require special care and their guardians,
  4. members of the Association of Opera and Operetta Aficionados,
  5. members of the Trade Union of Polish Actors,
  6. disabled persons in accordance with section X of this paragraph.

The ticket purchased in accordance with the rules determined in this section may be used by people who have proper documents confirming the circumstances indicated in points 1-6 of this section. Such tickets are valid upon presenting the document confirming the circumstances.
4. Tickets at the price of a group ticket may also be bought by holders of promotion vouchers issued by the Opera at the Castle. When giving the ticket to the holders the cashier is obliged to collect the voucher and keep it for settling the account.
5. Group tickets may be sold for seats category I, II and III

### IV. AN EMPLOYEE TICKET / A TICKET FOR A RETIRED EMPLOYEE OF THE OPERA AT THE CASTLE

1. Employee tickets may be sold to employees and retired employees of the Opera at the Castle. A retired employee of the Opera at the Castle in the understanding of these regulations is a person who had been employed at the Opera at the Castle with the contract of employment and acquired pension rights while being an employee of the opera. The list of people entitled to purchase the tickets determined in this section of the regulations is available in the ticket office of the Opera at the Castle.
2. Employee tickets are sold for seats category II and III.
3. To each event (except for premieres and special events) there are 20 Employee Tickets. The managing director may increase the number of Employee Tickets for a particular show.
4. Each employee may purchase no more than 2 Employee Tickets for each event.
5. Employee tickets determined in this section are sold only in the ticket office and they may not be booked.
6. The ticket office of the Opera at the Castle is obliged to keep a record of people buying employee tickets.

### V. TICKETS FOR THE MEMBERS OF THE ASSOCIATION OF OPERA AND OPERETTA AFICIONADOS (SMOiO)

1. SMOiO members have the right to purchase 10 tickets at the price of employee tickets for seats category II and III for each event except for premieres and special events.



**THE CASTLE  
OPERA**  
in Szczecin

2. The president of SMOiO has the right to receive 2 free tickets to each premiere of a season. Such tickets may be collected upon presentation of an invitation issued and sent to the president of SMOiO for each premiere separately.
3. Apart from the 10 tickets determined in section 1, other members of the Association of Opera and Operetta Aficionados may purchase group tickets to each event, except for premieres and special events.
4. The purchase of tickets determined in sections 1 and 3 refers to the purchase of tickets for any event, except for premieres and special events.
5. The purchase of tickets determined in section 1 refers to the purchase of tickets for any available seats category II and III, whereas the purchase of tickets determined in section 3 refers to the seats category I, II and III.
6. The discounts determined in sections 1 and 3 may be claimed by holders of the ID of a Member of the Association of Opera and Operetta Aficionados. Tickets purchased with the discount determined in sections 1 and 3 are valid only together with the ID of a Member of the Association of Szczecin Opera and Operetta Aficionados.
7. The Member of the Association of Opera and Operetta Aficionados is obliged to present the ID together with the purchased ticket to the staff of the Opera at the Castle before entering the event.
8. The ticket office of the Opera at the Castle is obliged to keep a record of people buying tickets for SMOiO members.
9. In an order the Managing Director of the Opera at the Castle may set other discounts regarding the purchase of tickets by the Members of the Association of Szczecin Opera and Operetta Aficionados for a particular event.

#### **VI. Group package TICKET**

Tickets in the form of a Group Package are sold for seats category I, II and III.

1. Group Package tickets may be claimed by people buying at least 20 tickets at once, on the condition of submitting an order determined in § 7 of the Regulations.
2. When buying Group Package tickets the buyer receives a free ticket, no more than one ticket per each 20 tickets bought.

#### **VII. STANDING TICKETS**

1. Standing tickets are sold only in the ticket office of the Opera at the Castle in Szczecin, one hour before the planned event and only in case all seats for the given event were sold. The number of standing tickets is limited.

#### **OPERATION Student TICKET**

1. An OPERATION Student ticket is sold only to the events organised within the cycle OPERATION Student.
2. OPERATION Student tickets may be claimed by students of I and II degree full-time studies, extramural studies and evening studies as well as PhD students on the basis of a valid student ID or PhD ID.
3. The persons indicated in point 1 may buy a ticket for an accompanying person at the price determined in a separate order. The accompanying person may enter the event with such a ticket only together with the entitled person, as determined in point 2.

#### **VIII. CHARGEABLE INVITATION**

1. A chargeable invitation issued by the Opera at the Castle entitles the holder to buying a ticket with a discount (the amount of the discount is determined by the managing director of the Opera at the Castle in a proper order/memo).
2. The ticket buyer needs to present the invitation in the ticket office of the Opera at the Castle in order to take



THE CASTLE  
OPERA  
in Szczecin

advantage of the discount.

3. The ticket office of the Opera at the Castle is obliged to keep a record of people buying tickets with the discount for holders of a chargeable invitation.

#### **IX. DISCOUNTS FOR THE DISABLED**

1. Discounts when buying tickets may be claimed by persons who at the moment of purchase in the ticket office of the Opera at the Castle present a disability certificate (for people under 16) or a disabled person's ID card (for people over 16). The discounts are as follows:
  1. people under 16 (it regards any events organised by the Opera at the Castle except for workshops, special events and premieres) with a disability certificate may claim 1 ticket for 25 PLN and 1 free ticket for their guardian,
  2. people over 16 (it regards any events organised by the Opera at the Castle except for workshops, special events and premieres) may claim 1 ticket at the same price as a group ticket and 1 ticket for their guardian at the same price as a group ticket,
2. The tickets at the same price as group tickets, as determined in §6 section 1 point 2) may be purchased without the necessity to meet the requirement on the size of the group and without the obligation to first book them by phone, as determined in § 7 of the Regulations.
3. It is acceptable to sell tickets to special events in accordance with separate rules not determined in the Regulations but based on a proper order/memo signed by the managing director of the Opera at the Castle.

#### **X. TICKETS FOR SEATS WITH LIMITED VISIBILITY**

1. Subject to the rules determined in these Regulations, the Opera at the Castle in Szczecin will offer for sale TICKETS FOR SEATS WITH LIMITED VISIBILITY.
2. The purchaser of a TICKET FOR A SEAT WITH LIMITED VISIBILITY gives their consent to the limited visibility of the show caused by the location of the seat the ticket is sold for, as well as to any inconvenience resulting from the location of the seat.
3. The purchaser of a TICKET FOR A SEAT WITH LIMITED VISIBILITY gives their consent to the provisions of these regulations and renounces their right to claim a refund for a TICKET FOR A SEAT WITH LIMITED VISIBILITY.

### § 6

#### **I. TICKET PRICES**

1. Ticket prices are determined by the Managing Director of the Opera at the Castle in Szczecin in an order with an attachment in the form of a "Price List". "The Price List" is published on the website of the Opera at the Castle.

#### **II. OTHERS**

It is acceptable to sell tickets to events in accordance with separate rules not determined in the Regulations but based on a proper order/memo signed by the Managing Director of the Opera at the Castle.



THE CASTLE  
OPERA  
in Szczecin

## § 7

### ORDERING GROUP TICKETS AND Group Package TICKETS

1. Ordering group tickets and Group Package tickets should be preceded by booking them by phone.
2. The effectiveness of booking depends additionally on delivering the written form of the order to the ticket office of the Opera at the Castle.
3. The order of group tickets determined in section 2 must be delivered no later than on the seventh day from the date of booking by phone. After the deadline the booked tickets may be sold or assigned to other purchasers.
4. The order determined in section 2 needs to include:
  - a. the name, the address, a phone no. and an email address of the institution/company/person,
  - b. the name and surname of the orderer,
  - c. booking no.
  - d. the time, the date and the title of the event,
  - e. the number, the price and the total value of the ordered tickets,
  - f. a form of payment,
  - g. a method of claiming tickets,
  - h. in case of booking tickets to an event later than 14 days before it, a request to set a time limit for payment,
  - i. the surname of a person responsible for organising the group,
  - j. a statement on having read the Regulations on ticket sale and booking valid in the Opera at the Castle,
  - k. the tax identification number of the orderer in case they want to receive a VAT invoice.
5. The order submitted by a legal entity or another organisation must be signed by a person entitled to representing this entity and making commitments of expenditure.
6. In case the ordered tickets are not claimed within the set deadline, the Opera at the Castle will charge the orderer for the cost of the ordered tickets. In such a situation the orderer has no right to make a complaint.
7. With the consent of the managing director of the Opera at the Castle it is possible to return up to 10 per cent of the purchased group tickets, no later than one working day before the planned event, and in such a situation it is required to return the receipt and tickets with untouched appraisal information.

## § 8

### REFUNDS AND COMPLAINTS

1. The ticket office does not refund purchased tickets, except for the cases determined in § 7 section 7 and § 8 section 2.
2. Purchased tickets may be refunded only in case the event is cancelled by the Opera at the Castle. In such a case the refunds will be made in the ticket office of the Opera at the Castle after returning a ticket with the data and untouched appraisal information no later than 10 days before the date of the planned event.
3. It is acceptable to exchange the purchased tickets for tickets to a different event from the repertoire of the Opera at the Castle in Szczecin, on the provision that the event must take place in the same artistic season as the event for which the tickets were purchased.
4. The exchange of tickets is possible no later than 3 weeks before the planned date of the event.



**THE CASTLE  
OPERA**  
in Szczecin

5. In case of group ticket and Group Package tickets, the exchange must regard all the purchased tickets.
6. In case tickets are exchanged for tickets more expensive than the tickets returned, the purchaser is obliged to pay the difference.
7. Complaints should be sent to the marketing department of the Opera at the Castle. The correspondence address: 34 Korsarzy St., 70-540 Szczecin or via e-mail to the address: reklamacje@opera.szczecin.pl .

## § 9

### PERSONAL DATA PROTECTION

1. We hereby inform that the administrator of your personal data, in accordance with the Act from May 10, 2018 on personal data protection and the Regulation of the European Parliament and of the Council (EU) 2016/679 from April 27, 2016, made available to the Data Administrator is the Opera at the Castle in Szczecin, 34 Korsarzy St., 70-540 Szczecin.
2. The personal data provided by you will be processed solely for the purposes and within the scope related to the functioning of the Opera at the Castle in Szczecin, on the grounds of proper legal regulations.
3. The recipients of the data provided by you may be entitled entities on the grounds of legal regulations and entities related to the functioning of the Opera at the Castle in Szczecin pursuant to an entrustment agreement.
4. Your personal data will be stored until the day on which the purpose of its processing ceases and in accordance with the legal regulations or sectoral guidance. When the purpose of processing ceases, the data will be deleted or destroyed in a method protecting against publicising. The submitted personal data will not be subject to the automated form of processing.
5. We also inform that providing personal data is optional, and that you have the right to full access to the content of your personal data (to demand information) and the right to:
  1. withdraw the consent at any moment,
  2. demand copies of your data,
  3. have your data corrected,
  4. be forgotten (to have your data deleted),
  5. limit processing,
  6. have your data transferred,
  7. object,
  8. be informed about corrections, deletion and limiting the processing.
6. Moreover, we inform that you have the right to make a complaint to the supervisory body – the President of the Office for Personal Data Protection.
7. Any comments regarding the processing of submitted personal data should be sent to the Inspector for Data Protection by email to the address: iod@opera.szczecin.pl

## §10

### FINAL PROVISIONS

1. It is necessary to buy tickets earlier and come to the location of the event on time.
2. When the event starts, the viewers who are late will not be let into the auditorium before the intermission (break).



THE CASTLE  
OPERA  
in Szczecin

3. At the request of a client, after they fill in a questionnaire and give their consent for having personal data processed, the Opera at the Castle in Szczecin takes up the obligation to send the repertoire and information on the activities of the theatre on a regular basis.
4. These Regulations enter into force on July 1st, 2021.
5. The previous Regulation on ticket sales and booking of the Opera at the Castle in Szczecin is hereby repealed on the date of entry into force of these Regulations.