

REGULATIONS FOR THE RESERVATION AND SALE OF TICKETS AT THE KAROL SZYMANOWSKI  
PHILHARMONIC IN KRAKOW

§ 1

GENERAL PROVISIONS

1. The present Regulations determine the principles of sale, reservation and return of tickets and season tickets for events organized by the Karol Szymanowski Krakow Philharmonic (hereinafter referred to as "Regulations") as well as the detailed rules for audience participation in the events.
2. If the Regulations refer to:
  - a) "an event" – it is to be understood as a concert or any other form of statutory activity organized by the Karol Szymanowski Philharmonic in Krakow (hereinafter referred to as the "Krakow Philharmonic"), with audience participation,
  - b) "an event organized by an external institution" – it is to be understood as an event held at the Krakow Philharmonic, but whose organizer is not the Philharmonic, in which case the Philharmonic has been entrusted with ticket sale by the organizer based on a separate agreement,
  - c) "the Krakow Philharmonic Ticket Office" - it is to be understood as the ticket office at ul. Zwierzyniecka 1 in Krakow (with entry from ul. Straszewskiego), and in the case of concerts held outside of the Philharmonic building, in the individual event venues.. Office hours depend on the starting times of events. Information on the office hours is available at [www.filharmoniakrakow.pl](http://www.filharmoniakrakow.pl) and at the entrance to the Philharmonic from ul. Straszewskiego.
  - d) „the Krakow Philharmonic website” – it is to be understood as the Internet website at [www.filharmoniakrakow.pl](http://www.filharmoniakrakow.pl).
3. Purchase or reservation of tickets/season tickets for an event is tantamount to the approval of the provisions included in the Regulations, and carries an obligation to adhere to them.

§ 2

SALE AND RESERVATION OF TICKETS

1. The sale of tickets for the Krakow Philharmonic events is conducted at the Krakow Philharmonic Ticket Office within its office hours, in other concert venues within the designated hours (in line with § 1, (2)c) and online at [www.filharmoniakrakow.pl](http://www.filharmoniakrakow.pl).
2. Tickets may be paid for in cash, by credit card or with electronic payment systems or online bank transfers.
3. The ticket/season ticket buyer is obliged to verify the accuracy of data printed on the ticket immediately upon purchase, and in particular date of the event, hour of the event, venue of the event. Once the ticket holder leaves the ticket office, complaints will not be accepted. If the ticket is purchased online, any mistakes should be reported via e-mail to the Krakow Philharmonic Promotion Department at: [widownia@filharmonia.krakow.pl](mailto:widownia@filharmonia.krakow.pl) or by phone: (12) 619 87 22.

4. Payments for tickets purchased online are processed by Krajowy Integrator Płatności SA with a seat in Poznań, ul. św. Marcina 73/6, 61-808, entered into the National Court Register under KRS number of 0000412357, which manages the website [www.transferuj.pl](http://www.transferuj.pl), hereinafter referred to as "transferuj.pl". On matters unregulated in the Regulations, the rules of transferuj.pl are binding with reference to payments. Transferuj.pl is responsible for the safety and execution of transactions.
5. Tickets may be purchased online not later than 30 minutes before the concert.
6. When purchasing tickets online, the buyer is obliged to pay for the ticket within 30 minutes from the purchase order, as provided for in the transferuj.pl system. If the payment is not made in time, the purchase order is cancelled.
7. Tickets paid for with online bank transfer or booked via phone or e-mail may be collected at the Krakow Philharmonic Ticket Office within its office hours, but not later than 30 minutes before the start of the event, and in the case of reduced tickets, upon presentation of a document entitling to discount.
8. Tickets may be booked by telephone at the Krakow Philharmonic Promotion Department, phone no.: +48 (12) 619 87 22, from Monday through Friday at 9am-4pm, via email at [widownia@filharmonia.krakow.pl](mailto:widownia@filharmonia.krakow.pl) or in person at the Krakow Philharmonic Ticket Office during its office hours.
9. Online ticket reservation is valid upon the receipt of a telephone or e-mail confirmation from the Promotion Department. The reservation is only available with respect to the events in whose case ticket sale has already been launched. Reservations forwarded on weekdays past 4 pm or at weekends and holidays will be attended to during the following working days.
10. Tickets may be reserved no later than 4 working days before the event. Such reservations must be paid for no later than the following day.
11. Tickets for concerts included in the season tickets may only be booked after the sale of season tickets has ended. The dates of season ticket sales are announced on the Krakow Philharmonic website [www.filharmoniakrakow.pl](http://www.filharmoniakrakow.pl).
12. The reserved tickets should be purchased at the ticket office (within its business hours) within the period agreed on at the time of reservation. Following that period of time, the reservation will be cancelled with no additional information forwarded to the reserving party. The reserved tickets may be paid for via bank transfer to the Krakow Philharmonic account in the PKO BP S.A Bank: 06 1020 2892 0000 5402 0554 4962
13. An invoice for purchased tickets is issued at the buyer's request. If the invoice is issued to an institution/company, payment must be made in person at the ticket office of the Krakow Philharmonic or from the account of the company/institution to which the invoice is to be issued, in the amount specified on the invoice. We issue invoices by the 15th day of the month following the month of sale. For individuals, invoices can be issued for a period of 3 months from the end of the month in which the tickets were purchased. If you wish to receive an invoice, please notify us when making your reservation or at the Krakow Philharmonic ticket office before printing your tickets, providing your tax identification number (NIP). Invoices for tickets purchased online will be issued on the basis of an e-mail request sent to: [kasa@filharmonia.krakow.pl](mailto:kasa@filharmonia.krakow.pl). If you do not request an invoice, it will not be issued.

14. In the event of a complaint regarding ticket purchases, please contact the Promotion Department of the Krakow Philharmonic at [widownia@filharmonia.krakow.pl](mailto:widownia@filharmonia.krakow.pl). Complaints will be processed within 7 working days of the date of submission.
15. The Krakow Philharmonic reserves the right to terminate ticket sales for events at any time without giving reasons.
16. One hour before the event, ticket office staff do not take reservations or sell tickets for events other than the current one.
17. The Krakow Philharmonic informs that there is a total ban on reselling tickets on the premises of the Krakow Philharmonic.
18. Pregnant women and persons with disabilities have priority at the Krakow Philharmonic ticket office when purchasing/collecting tickets.
19. The sale and return of tickets for events organised by external entities is carried out in accordance with the rules set by the organisers of these events.

### § 3

#### TYPES OF ADMISSION TICKETS

1. Only persons with a valid admission ticket/season ticket, valid accreditation or invitation issued by the Karol Szymanowski Philharmonic in Krakow are authorised to participate in the event.
2. The prices of admission tickets and season tickets for events organised by the Krakow Philharmonic are regulated by the General Director's orders for each artistic season.
3. The Krakow Philharmonic ticket office sells the following types of tickets: season tickets, regular ticket, reduced-price ticket, group ticket, student ticket, employee ticket, couples ticket, ticket for holders of: the National Large Family Card, the 3+ and 4+ Krakow Family Card, the N Family Card, the Senior Card, ticket for holders of the Communist Underground Activist ID Card, ticket for persons with disabilities, free ticket for school and kindergarten group leaders. Tickets vary in price and conditions of purchase or participation in the concert. To purchase a discounted ticket, you must present the appropriate document to the ticket office staff at the time of purchase, and to the ticket inspector at the entrance to the concert.
4. Types of admission tickets for events organised by the Krakow Philharmonic:
  - a) season ticket – a discounted ticket valid for more than one concert, sold for a period of not less than three months. When purchasing a season ticket, the buyer chooses a seat in the concert hall, which is permanently assigned to the season ticket. The buyer also receives a list of events covered by the season ticket. Detailed information on the concerts covered by the season ticket is available on the website of the Karol Szymanowski Philharmonic in Krakow at: [www.filharmoniakrakow.pl/public/bilety/abonamenty/](http://www.filharmoniakrakow.pl/public/bilety/abonamenty/).
    - quarterly season tickets may be sold for symphony, oratorio and choral concerts for the months of January to March, April to June, and September/October to December (depending on the date of the inaugural concert in a given artistic season).

- annual season tickets may be sold for selected educational events. A season ticket must be purchased for both the caregiver and the child, regardless of age. For classes held in the Golden Hall and Blue Hall of the Krakow Philharmonic, the following limit applies: one child + one caregiver. Due to the limited number of places and the nature of the event, it is not possible to purchase an additional ticket for a second caregiver. The purpose of the rule is to ensure that as many children as possible may participate in the event.
- b) regular ticket – sold to persons who do not meet the conditions for purchasing another type of ticket.
- c) reduced ticket – may be purchased by: school pupils, students up to the age of 26 (except for Friday and Saturday subscription concerts, for which a student ticket is required), pensioners, retired persons, assistants to persons with disabilities, holders of the "Distinguished Cultural Activist" badge and holders of the EURO<26 youth card. The discount is available upon presentation of a document entitling the holder to the discount at the time of purchase.
- d) group ticket – organised groups of at least ten people are entitled to purchase group tickets after prior reservation at the Promotion Department of the Krakow Philharmonic: by phone at + 48 (12) 619 87 22 or by e-mail at [widownia@filharmonia.krakow.pl](mailto:widownia@filharmonia.krakow.pl). Group tickets are valid for Friday and Saturday subscription concerts. Information about the seats purchased as part of a group ticket is printed on a joint ticket – if you wish to have individual tickets printed, please inform us before making your reservation.
- e) student ticket – available to students up to 26 years of age upon presentation of a valid student ID card. Valid for Friday and Saturday subscription concerts.
- f) employee ticket – available to employees of the Krakow Philharmonic.
- g) couples ticket – a special offer available for selected events. Each person must have their own ticket, which this means that tickets must be purchased in even numbers (2, 4, 6, etc.).
- h) ticket for holders of the National Large Family Card, 3+ and 4+, Krakow Family Card, N Family Card – holders of the above-mentioned cards are entitled to purchase discounted tickets for Friday and Saturday subscription concerts, educational events, concerts in the Musica – Ars Amanda series and selected chamber music concerts. The General Director of the Krakow Philharmonic may decide to extend the scope of the discount to include other events.
- i) senior ticket – for Senior Card holders, for Friday and Saturday subscription concerts.
- j) ticket for holders of the Communist Underground Activist ID Cards – available to anti-communist underground activists and victims of repression who hold the appropriate ID card.
- k) ticket for persons with disabilities – to obtain a discounted ticket, you must present a disability card or a disability certificate. The concert series for which discounted tickets are available are listed on the Krakow Philharmonic website.
- l) free ticket – available to supervisors of school and kindergarten groups for selected educational cycles, in the amount of 1 free ticket for a minimum of 10 children/students; supervisors of school groups participating in concerts dedicated to young audiences in the Musica Ars Amanda cycle, in the amount

of 1 free ticket for 15 children/students. Free tickets are available after prior reservation of tickets for the group in question at the Krakow Philharmonic Promotion Department

5. The Krakow Philharmonic ticket office may sell tickets for events organised by external entities. Ticket types, prices and sales rules are determined separately by the event organiser. Tickets sold for external events are not subject to reservation.

#### § 4

##### TICKET RETURNS AND COMPLAINTS

1. Tickets purchased for events organised by the Krakow Philharmonic may be returned solely in the event of concert cancellation, change of repertoire or change of performers. The basis for a refund is possession of a concert ticket together with a fiscal receipt or invoice. Tickets will be refunded in the same form of payment in which the purchase was made.
2. Purchased tickets cannot be exchanged with tickets to a different concert.
3. The seat in the auditorium for which the ticket was purchased cannot be exchanged with another seat for the same event.
4. Regular tickets cannot be exchanged with discounted tickets or vice versa. The rule also applies to all tickets covered by discounts and reductions.
5. In the case of a season ticket purchased for events held at the Krakow Philharmonic, in the event of cancellation of a concert, change of repertoire or performers, the buyer is entitled to a refund only for that particular event.
6. If an event is cancelled, information on ticket refunds and complaints will be provided by the Krakow Philharmonic Promotion Department at +48 (12)6198722 or by email: [widownia@filharmonia.krakow.pl](mailto:widownia@filharmonia.krakow.pl).
7. The sale and refund of tickets for events organised by external entities is carried out in accordance with the rules set by the organisers of those events.

#### § 5

##### IMPORTANT INFORMATION

1. Every participant of the event, regardless of age, must have a valid ticket.
2. Latecomers will only be admitted to the concert hall during the intermission. In the case of events without an intermission, latecomers will not be admitted to the hall. In such situations, they are not entitled to a ticket refund.
3. Audience members are asked to leave their coats and luggage in the cloakroom for the duration of the concert. The Krakow Philharmonic is not responsible for personal belongings left in the cloakroom.

4. The Krakow Philharmonic prohibits bringing food and drinks into the hall, where the event is taking place.
5. During the concert, it is forbidden to use mobile phones, take photos or make recordings.
6. Concerts for adults are not suitable for children under 3 years of age. With a view to ensuring that all participants can enjoy the event, participation of children under 3 years of age is not recommended.
7. Children under the age of 13 may attend events organised by the Krakow Philharmonic only under the supervision of an adult caregiver.
8. Any behaviour that disturbs other listeners or artists is not permitted.
9. The audience service staff may ask anyone who does not comply with the Regulations to leave the concert hall immediately. Persons asked to leave the hall are not entitled to a ticket refund.
10. The purchase of a concert ticket is tantamount to consenting to the photographing and recording of the event participant by persons authorised by the Krakow Philharmonic. The resulting materials may be used and published for promotional purposes, including on social media platforms, on the website, in the press and other communication channels of the institution.

## § 6

### PERSONAL DATA PROTECTION

Pursuant to the implementation of the General Data Protection Regulation of 27 April 2016, hereinafter referred to as GDPR, the Karol Szymanowski Philharmonic in Krakow informs, pursuant to Article 13 (1) and (2), that:

1. The Administrator your personal data is the Karol Szymanowski Philharmonic in Krakow, address: ul. Zwierzyńska 1, NIP 675-02-00-025, Regon 357077687, telephone number: +48 12 619 87 21, +48 12 422 94, 77+48 12 429 14 38, e-mail: [fk@filharmonia.krakow.pl](mailto:fk@filharmonia.krakow.pl), hereinafter referred to as the Karol Szymanowski Philharmonic.
2. The Karol Szymanowski Philharmonic has designated the Data Protection Officer whom you may contact on matters related to personal data protection via e-mail at [iod@filharmonia.krakow.pl](mailto:iod@filharmonia.krakow.pl)
3. Submission of your personal data is voluntary, but failure to do so excludes the possibility of booking tickets for the events held at the Philharmonic.
4. The legal basis for the processing of your personal data is the execution of the ticket sales contract, hereinafter referred to as the Contract. Processing of your data is indispensable for the execution of the Contract.
5. The data processed include your name and surname, telephone number and e-mail address, and they will only be used in order to complete the necessary operations related to the reservation and sale of tickets.
6. Your personal data will be stored for the duration of the Contract, and until any claims that may result from it, including public and legal claims, expire, unless the law provides for a longer storage time.

7. The Administrator shall not transfer your personal data to other entities; the data shall not be transferred to a third country or to international organizations.
8. In connection with the processing of your personal data, you have the right to request access to data, data rectification, removal, supplementation or transfer as well as the right to refuse data processing or the right to request restriction of data processing from the Administrator.
9. You have the right to lodge a complaint against data processing to the supervisory body.
10. With respect to your personal data, the Administrator shall make no automated decisions, including those that result from profiling.