

TERMS AND CONDITIONS OF THE SALE OF TICKETS
FOR TOSCA
3 JUNE 2020

I. SALE OF TICKETS

1. Sale of Tickets will take place in stages.

Stage one: 12 February – 4 May 2020 Regular Tickets, depending on the sector: PLN 70, PLN 100, PLN 125, PLN 150, PLN 200, PLN 250
Super View Tickets: PLN 300

Stage two: starting on 5 May 2020
Regular Tickets, depending on the sector: PLN 84, PLN 120, PLN 150, PLN 180, PLN 240, PLN 300
Super View Tickets: PLN 360

Sale will continue until the Event or until Tickets are sold out.

2. Tickets may be sold exclusively at the price stated on the Ticket. Tickets will be sold at the Box Office of STUDIO Theatre – within its opening hours, by authorised sale points, and via websites: www.teatrstudio.pl, www.ebilet.pl, and www.Eventim.pl
3. Ticket means a document allowing admission to the Event indicated thereon (with date and time). One Ticket allows admission of one person.
4. A Ticket allowing admission to the Event must be original and it must be purchased in accordance with these terms and conditions. A Ticket may not be photocopied, scanned or reproduced otherwise. People holding invalid tickets shall not be admitted to the Event.
5. Any Ticket purchased or used in breach of these terms and conditions may be cancelled by the Organiser, without the right of refund. The Organiser warns that purchasing Tickets from outsiders bears a risk of buying a fake Ticket and consequently being refused admission to the Event.
6. The Organiser informs that the unique bar code on the Ticket allows for one entry to the Event site. Once leaving the Event site, one will need to purchase a new Ticket to re-enter. People leaving the Event site during the break to get a snack or a drink will get a coupon allowing for re-entry.
7. The Organiser warns that if a Ticket is made available (in any form) to any third person, such person may use the Ticket, and in result the buyer will be refused entry to the Event.
8. Resale of Tickets at auctions or in any other profit-making manner is strictly prohibited. It is forbidden to publicly offer any transfer of Tickets, including in the form of prizes in competitions or lotteries, in premium sale or in any other promotion sale, even if for free.

9. Disabled persons who require constant attendance may participate in the Event only with the carer, and both of them must purchase a Ticket.
10. Children aged 2 and under are admitted for free. They may not occupy their own seat (must sit on the guardian's lap). A document with a photo confirming child's age will be required to gain entrance to the Event.
11. In the case of poor weather conditions, the concert may be delayed by as much as 120 minutes. The audience shall not be entitled to any refund or compensation for such a delay.
12. The purchaser acknowledges and accepts the fact that the Event will take place outdoors, at Plac Defilad in the centre of Warsaw. The purchaser shall raise no objections on this account (e.g., to city traffic noises, etc.).
13. The purchaser acknowledges and accepts the fact that the concert starts at 9:00 PM and the audience must enter by 8.30 PM at the latest. The Organiser advises the audience to arrive at the entrance gates at least 1 hour before the Event.
14. No photos or recording are allowed during the Concert; anybody who fails to obey will be expelled from the Concert.
15. In cases justified by safety/technical reasons, the Organiser may change a seating /standing place of a Ticket holder.
16. Any complaints about the place assigned/visibility should be reported to the Organiser before the Event starts. After the Event, no complaints or Ticket returns will be accepted.
17. Tickets purchased as provided for herein cannot be returned. In case of poor weather conditions, if the Organiser does not decide otherwise and the Concert takes place, complaints will not be accepted and no refunds on Ticket purchases will be made, subject to the provisions contained herein.
18. If the date or venue of the Event are changed, the Organiser will refund the Ticket price.
19. If the main artist is changed, he/she will be replaced by another artist of world renown, otherwise Ticket refunds will be possible.
20. If the Event is cancelled, Ticket refunds will take place as described below.

II. Cancellation of the Event / Refunds / Delays due to poor weather conditions

1. If due to poor weather conditions the concert is cancelled before it starts or prior to the end of part 1, Ticket holders will be entitled to refund of the Ticket price.
2. If the concert is cancelled after the end of part 1, Ticket holders will not be entitled to Ticket refund or to any compensation whatsoever.
3. In special circumstances (e.g., the artist's sickness), the Organiser reserves the right to change the cast. In such a case, Ticket holders will not be entitled to return Tickets.
4. If a Ticket holder is entitled to return Ticket and get a refund, the Ticket holder should claim the refund at the place where the Ticket was purchased, within 7 days after becoming aware that the concert is cancelled, and if the date, venue or programme are altered – not later than 12 hours before the commencement of the Event. After these deadlines, no refund will be possible.

5. Refunds of the Ticket price will be made by the same payment method as used to purchase the Ticket.

6. The purchaser is not entitled to the refund of the Ticket price in the case of non-participation in the Event due to non-compliance with the mass event regulations or with these terms and conditions.

III. OTHER PROVISIONS

1. On-line Ticket purchase is subject to the terms of on-line tickets sale available on the STUDIO Theatre website, except for refunds regulations and for the provisions contrary to these terms and conditions.

2. Purchasing a Ticket constitutes acceptance of these terms and conditions.