



**TERMS AND CONDITIONS OF TICKET SALES
AND PARTICIPATION IN ARTISTIC EVENTS
ORGANISED BY JERZY SEMKOW POLISH SINFONIA IUVENTUS ORCHESTRA**

I GENERAL PROVISIONS

1. Tickets entitling the holder to participate in artistic events organised by Jerzy Semkow Polish Sinfonia Iuventus Orchestra (POSI) are bearer tickets and are subject to a single verification.
2. Tickets are sold online via sales platforms:
 - 2.1. www.eBilet.pl (from the POSI account),
 - 2.2. www.Bilety24.pl (from the POSI account or from the Polish Radio account [Bilety24 - Studio Koncertowe Polskiego Radia im. Witolda Lutosławskiego](#)).
3. Rules for the sale, payment and distribution of tickets are governed by platform regulations: [Regulamin - eBilet.pl](#) and [Bilety24 - Regulamin](#).
4. Tickets are also sold at the ticket office of the Witold Lutosławski Polish Radio Concert Studio and, in exceptional cases, at the ticket office of the Jerzy Semkow Polish Sinfonia Iuventus Orchestra .

II INFORMATION FOR PARTICIPANTS IN ARTISTIC EVENTS

1. Artistic events organised by POSI take place in the Witold Lutosławski Polish Radio Concert Studio in Warsaw or at other venues designated by POSI as a venue of the event.
2. POSI reserves the right to change the programme of artistic events or their performers. Information on changes is announced on the POSI website at www.sinfoniaiuventus.pl. These changes do not constitute grounds for the refund of tickets for artistic events.
3. Minors may participate in artistic events under supervision or with the permission of their caretaker. Detailed regulations are contained in the *Standards for the protection of minors in Jerzy Semkow Polish Sinfonia Iuventus Orchestra*.
4. Audience members in the auditorium are required to switch off their mobile phones, electronic watches and other devices that emit sound or light signals.
5. Sound recording, photography or filming during artistic events is prohibited.
6. Those who arrive late will be allowed into the audience during the applause between songs or during the break, if it is scheduled during the artistic event.
7. Smoking of tobacco products and e-cigarettes is prohibited in the artistic event venues.
8. Drinks and food are strictly prohibited in the audience.
9. Participants disobeying the instructions of the audience staff in the event of a breach of these rules or posing a threat to the safety of other participants will be asked to leave the venue of the artistic event without the possibility of a refund of the value of the tickets purchased.
10. Participation in artistic events is tantamount to knowing and accepting these rules and regulations.

III REDUCED TICKETS

1. Reduced tickets are available to pupils, students under 26 years of age, pensioners, persons over 70 years of age and persons with a recognised disability group or a recognised degree of disability.
2. Each participant of an artistic event, before entering the audience, is obliged to present an appropriate document that entitles him to purchase a reduced ticket (student card, pensioner card, person with a disability card).

3. POSI reserves the right not to grant reduced tickets for selected artistic events.

IV. GROUP TICKETS

Group tickets, available for groups of at least 15 persons, are sold through individual arrangements. Applications may be sent to: bilety@sinfoniaiuentus.pl

V. ENTRY TICKETS

1. Entry tickets are sold one hour before the start of the event, exclusively in the case of available seats in the concert hall.
2. The number of entry tickets is limited. One person may purchase a maximum of 4 entry tickets.
3. Once the pool of entry tickets allocated by POSI for a given concert is exhausted, the purchase of regular tickets (if available) is offered.
4. Holders of entry tickets shall occupy available seats assigned by the staff in the auditorium.
5. Entry ticket holders are required to vacate any numbered seats assigned to ticketed concert attendees both immediately before the event begins and during its intermission.

VI RETURN OF TICKETS

1. Tickets can only be refunded if the artistic event is cancelled by POSI in accordance with these regulations or the platform regulations: [Regulamin - eBilet.pl](#) and [Bilety24 - Regulamin](#).
2. Information about the cancelled artistic event, as well as about the possibility of returning tickets, will be published on the POSI website, social media profiles and sent to the email addresses provided in the order form in the case of tickets purchased online via sales platforms.
3. Only the value of the tickets is refundable, other service charges, including transaction fees are non-refundable.
4. In the event of a cancelled artistic event, ticket refunds are possible:
 - 4.1. in cash, on a payment card - in both situations on condition that the fiscal receipt / VAT invoice and tickets are presented at the place of purchase;
 - 4.2. by bank transfer within 30 working days to the bank account from which the online ticket purchase transaction was made via sales platforms.

VII INFORMATION ON PROCESSING OF PERSONAL DATA

1. The participant acknowledges that, in accordance with Article 81 paragraph 2, point 2 of the Act of 4 February 1994 on Copyright and Related Rights, permission is not required to disseminate an image of a person who is only a detail of a whole, such as a gathering, landscape or public event.
2. The participant acknowledges that his/her behaviour in the form of posing during the event for photographs or recordings made by POSI is tantamount to the participant giving his/her consent (territorially unlimited, for an indefinite period of time) to the processing of personal data in the form of the recorded image or voice for the purposes of making a report, including live coverage of the event and POSI promotion, free of charge photographing, filming or making any other kind of recording of the image or voice and its broadcast, dissemination with the use of television and Internet transmission - in the fields of exploitation indicated below:
 - 2.1. any recording and reproduction (including entry into the memory of a computer or other device), production of copies, by any technique, including magnetic, mechanical, electronic or other recording, by analogue or digital means, in any system or format; on any medium, including audio or video media, magnetic media, optical media, discs, memory sticks, computer media and other recording and memory media;
 - 2.2. circulation of the original and copies produced in accordance with point 1 - marketing, rental;
 - 2.3. other dissemination, including:

- 2.3.1. printing, entering into the memory of a camera, telephone (smartphone), computer, dissemination on a multimedia network and the Internet, in particular publication on the organiser's website and in social media (Facebook, Twitter, Instagram) in such a way that everyone can access the image at a place and time of their own choosing;
 - 2.3.2. any broadcasting and re-broadcasting in whole or in freely selectable excerpts, including by means of wire or wireless vision or sound, by terrestrial stations, via satellite, on cable, telecommunications or multimedia networks or other transmission systems (including so-called simulcasting or webcasting), in unencrypted or encrypted mode, in open or closed circuit, in any technique (including analogue or digital), system or format, with or without recording, including multimedia, internet services;
 - 2.3.3. any making available to the public in such a way that members of the public may access it from a place and at a time individually chosen by them, including by means of terrestrial broadcasting, satellite, cable or multimedia networks, databases, servers or other facilities and systems, including those of third parties, in open or closed circuit, in any technique, system or format, with or without recording, including on the services mentioned in point a);
 - 2.3.4. any public reproduction, display, performance.
3. Pursuant to Article 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (hereinafter: GDPR), the controller shall provide the required information related to the processing of personal data of event participants:
 - 3.1. the controller of the participant's personal data is the Jerzy Semkow Polish Sinfonia Iuventus Orchestra, with its registered office in Warsaw at Pl. Defilad 1, loc. 701, 00-901. The controller has appointed a Data Protection Officer, who can be contacted via e-mail: iod@sinfoniaiuventus.pl (hereinafter "controller");
 - 3.2. on matters related to the processing of your personal data, including the exercise of your rights, you may contact the Data Protection Officer by post at the address of the controller or by e-mail at the following address: iod@sinfoniaiuventus.pl;
 - 3.3. the purpose of processing the participant's personal data obtained is:
 - 3.3.1. the organisation of the event, including registration and participation in the event (processing takes place with regard to name, surname and email address) - for this purpose, the participant's personal data are processed, as this is necessary for the conclusion and performance of the contract for participation in the event (i.e. Article 6(1)(b) of the GDPR),
 - 3.3.2. making a report of the event and promoting the POSI (processing takes place with regard to the participant's image/voice, which is recorded and disseminated in the fields of exploitation indicated in these regulations) for this purpose, the participant's personal data is processed on the basis of the participant's consent (Article 6(1)(a) of the GDPR);
 - 3.3.3. to ensure the safety of event participants and for contact purposes, as well as to assert or defend against claims - for these purposes, the participant's personal data is processed on the basis of the organiser's legitimate interest in ensuring the safety of event participants and the possibility of asserting or defending against claims (Article 6(1)(f) of the GDPR);
 - 3.4. the envisaged recipients of personal data with regard to data collected during event registration may be IT service providers, technical support, e-mail service provider, while with regard to the recorded image and voice, the recipients may also include users of the media, the administrator's website, social networking sites and entities providing image and sound recording services. Posting coverage of an event on social media or on a website brings it to the attention of every internet user;
 - 3.5. personal data relating to participant data (name and surname, e-mail address) will be processed until the expiry of the period for asserting or defending claims or the obligation to retain documents pursuant to applicable regulations - until the expiry of the period for

- asserting or defending claims by the controller and the expiry of the period for retaining documents pursuant to applicable regulations;
- 3.6. the participant's personal data processed on the basis of consent to the processing of personal data - for an indefinite period of time, however, no longer than until the date of withdrawal of the consent to the processing of personal data, and if there are grounds for the assertion or defence of claims or the obligation to retain documents resulting from binding regulations - until the expiry of the period for the assertion or defence of claims by the controller and the expiry of the period for the retention of documents resulting from binding regulations;
 - 3.7. the participant has the right to request from the controller access to his or her personal data, rectification, erasure, restriction of processing and the right to data portability (where processing occurs by automated means and on the basis of consent), as well as the right to lodge a complaint with the supervisory authority, i.e. the President of the Office for Personal Data Protection;
 - 3.8. the participant has the right to object on grounds relating to a particular situation, where the controller bases the processing on a legitimate interest (Article 6(1)(f) of the GDPR) and where it is necessary for the performance of a task carried out in the public interest (Article 6(1)(e) of the GDPR);
 - 3.9. in the case of personal data processed on the basis of consent, the participant has the right to withdraw consent at any time without affecting the lawfulness of the processing carried out on the basis of consent prior to its withdrawal. Withdrawal of consent is done by submitting an appropriate declaration to the email address: iod@sinfoniaiuventus.pl; or by sending a statement to POSI's registered address;
 - 3.10. the provision of personal data is voluntary, but necessary in order to take part in the event;
 - 3.11. there will be no automated decision-making and no profiling will be used in the processing of personal data.

VIII FINAL PROVISIONS

1. These regulations shall enter into force on the date of their publication on the POSI website.
2. POSI reserves the right to amend these regulations. Any amendments to the Terms and Conditions made by POSI shall take effect once they are published on the POSI website.
3. Matters not covered by these Terms and Conditions shall be governed by the provisions of Polish law, in particular the Civil Code, the Act on Consumer Rights and the Act on Provision of Electronic Services.