

**Organizer's Regulations
concerning ticket sales and rules of participation in concerts of the Sinfonia Varsovia To Its City
festival taking place on Sinfonia Varsovia's premises**

1. Ticket sales will start in the first week of July. Tickets will be available online and on site.
2. On-site sales will take place only on days of concerts in the ticket office at the Concert Pavilion, open 2 hours before the concert (Grochowska 272).
It is recommended to buy tickets online.
3. There will be no on-site sales from Monday to Friday in Sinfonia Varsovia's office.
4. Only credit cards and cash are accepted. The Organizer is not liable for any interruptions in card payments caused by the system operator.
5. Internet sales of tickets for concerts take place 24 hours a day through the web portal www.eBilet.pl and www.sinfoniavarsovia.org.
6. The rules of sale, payment, and distribution of tickets purchased online are governed by the *Regulations of the www.ebilet.pl website*.
7. Ticket prices for Sinfonia Varsovia To Its City concerts:
 - Chamber Concerts – **PLN 10**
 - Family Mornings – **PLN 10**
 - Experimental Tuesdays – **PLN 15**
 - Orchestral Concerts – **PLN 20**
8. Sinfonia Varsovia does not book tickets.
9. Purchased tickets are not refundable.
10. The concerts start on time. Late listeners will be admitted to the audience only during the appropriate pause in the program. Late arrivals, not admitted to the audience, will not be refunded for unused tickets.
11. Food and drink are not allowed in the audience.
12. The audience is required to switch off mobile phones, electronic watches, and other devices emitting sound and light.
13. Sound recording, photographing or filming during concerts is prohibited.
14. Smoking is strictly prohibited in the Concert Pavilion.

**CONDITIONS OF PARTICIPATION IN CULTURAL EVENTS ORGANIZED IN THE SINFONIA
VARSOVIA CONCERT PAVILION
related to preventing the spread of COVID-19**

15. These regulations are introduced to implement the guidelines for organizers of cultural and entertainment events during the SARS-CoV-2 virus epidemic in Poland issued by the Ministry of Culture and National Heritage, the Ministry of Development, and the Chief Sanitary Inspector.
16. By participating in the Event, the Participant agrees to be bound by the following Regulations.
17. The concert staff is entitled to prevent a person who does not observe the Regulations, its rules, and its guidelines from participating in the Event, in which case the fee for the Ticket is not refundable.
18. Only a person who, to the best of his or her knowledge, is not infected with SARS-CoV-2, is not in quarantine or under epidemiological surveillance, is eligible to participate in the Event.
19. Before entering the Sinfonia Varsovia premises, each Participant of the Event is required to make a written statement that, to the best of their knowledge, they are not infected with SARS-CoV-2 and are not in quarantine or under epidemiological surveillance.
20. The concert staff will provide each participant of the Event with an appropriate form, the completion of which is obligatory for the purpose of obtaining the contact details in the event of the risk of SARS-CoV-2 infection in connection with participation in the Event.
21. In the event that a threat of SARS-CoV-2 infection is identified in connection with participation in the Event, the data contained in the form may be forwarded by Sinfonia Varsovia to the competent sanitary services.
22. The form will be kept by Sinfonia Varsovia for 2 weeks following the date of the Event.
23. In accordance with the applicable laws, the number of available seats shall be limited to half the number of seats in the audience, while maintaining an appropriate distance between the Listeners. Tickets without an indicated seat are not available.
The obligation to keep distance in the audience does not apply to Participants who:
 - a. participate in an event with a child under 13 years old,
 - b. hold a disability certificate, a disability degree certificate, or a statement of special educational needs,
 - c. due to their health condition cannot move around on their own and participate in an event with a caretaker.
24. It is recommended to buy tickets online. The ticket office will be open 2 hours before the concert.
25. All Participants are obliged to queue at a distance of 2 meters, except for the Participants mentioned in point 23. Recommendations of the staff must be followed as to how to queue before the event, as well as when entering and leaving the audience and heading to the marked exits of Sinfonia Varsovia's premises.

26. By purchasing a ticket online, the Listener represents that, to the best of their knowledge, they are not infected with SARS CoV-2 and are not in quarantine or under epidemiological surveillance. If their health condition changes, the Listener must immediately inform the Organizer.

27. Duties of the Participants (Listeners) of the concerts:

Buyers of tickets for events organized by Sinfonia Varsovia agree:

- a. to have their personal data processed in accordance with the applicable rules on the processing of personal data in connection with the COVID-19 epidemic;
- b. to provide information on their health status in relation to the COVID-19 epidemic;
- c. to have their body temperature measured using a non-contact method.

Sinfonia Varsovia does not provide the means to cover the mouth and nose. Once entering the facility, the Participant is required to:

- a. observe the obligation to cover their mouth and nose with a mask or visor.
- b. disinfect their hands according to the instructions given.
- c. in addition to the use of mouth and nose coverings, a safe distance should be maintained when moving around Sinfonia Varsovia.
- d. adhere to the concert staff's instructions regarding:
 - covering their mouth and nose,
 - maintaining a safe distance between Concert Participants,
 - entry and exit before and after events,
 - queuing for the toilets.

28. Listeners who do not observe the instructions of Sinfonia Varsovia staff in the event of a breach of the Regulations or a threat to the safety of other Listeners will be asked to leave Sinfonia Varsovia for the duration of the event. In such cases there is no refund or replacement of the ticket purchased. Sinfonia Varsovia reserves the right to deny ticket holders admission in cases justified by safety reasons, as well as in case the ticket holder is found to be under the influence of drugs or alcohol or in possession of weapons or other objects that may pose a threat.

29. These Regulations become effective as of the day of their publication on the website of Sinfonia Varsovia. The Organizer reserves the right to amend these Regulations. Any amendments to these Regulations made by the Organizer become effective as of the day of their publication on the Organizer's website.