

**Organiser's Terms and Conditions for the sale of tickets for the concerts of the 2024 La Folle Journée Festival and the rules of participation in the concerts taking place in the halls of the Teatr Wielki – Polish National Opera, the tent in Plac Teatralny, and in the Church of Art Societies (Kościół Środowisk Twórczych).**

1. These Terms and Conditions are issued by the Organiser of the event entitled: "Szalone Dni Muzyki 2024 (Crazy Days of Music 2024)", to be held on 27-29 September 2024, in Warsaw, at the Teatr Wielki – Polish National Opera (hereinafter referred to as the "Theatre"), in a tent in Plac Teatralny, and in the Church of Art Societies (Kościół Środowisk Twórczych), hereinafter referred to as the "Festival", i.e. by Sinfonia Varsovia, with its official address in Warsaw, ul. Grochowska 272, an artistic institution entered into the Register of Cultural Institutions maintained by the City of Warsaw under no. RIA/2/08, holding tax identification number NIP 5252414353, REGON 141246217 (hereinafter the "Organiser").
2. The rules for the sale, payment, and distribution of tickets online are governed by the REGULATIONS OF TICKET DISTRIBUTION VIA THE SERVICE PLATFORM OF EVENTIM SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ OF 9TH JULY 2024, available at: <https://www.eventim.pl/en/help/terms/>
3. The sale of tickets for artistic events organised as part of the Festival shall commence on 1 September 2024, at 10:00 a.m (CET).
4. Ticket sales shall be conducted by Eventim:
  - a. On September 1<sup>st</sup>, 2024 in Teatr Wielki – Polish National Opera, from 10:00 am to 6:00 pm;
  - b. Sept. 27<sup>th</sup>: 10:00-21:30; Sept. 28<sup>th</sup>: 9:00-21:00; Sept 29<sup>th</sup>: 9:00-20:00;
  - c. Sept 2<sup>nd</sup>-Sept 26<sup>th</sup>, Monday-Saturday, 9:00-22:00 in Media Markt Złote Tarasy, ul. Złota 59.
5. Cash, credit card or Blik payment methods can be used to pay for the tickets at the Theatre box office. The Organiser shall not be liable for any interruption in the processing of card payments caused by the system operator.
6. Online ticket sales for concerts taking place at the Theatre shall take place 24/7 via the website [www.szalonednimuzyki.pl](http://www.szalonednimuzyki.pl), [www.eventim.pl](http://www.eventim.pl).
7. Concerts are categorized into the following groups:
  - a. Orchestral
  - b. Chamber music
  - c. Recitals
  - d. Family
  - e. For schools
  - f. Jazz
  - g. With your participation
  - h. Young performers
  - i. Early music
8. Ticket prices for concerts organised as a part of the Festival are as follows:
  - a. Ticket prices for concerts listed in section 7 items a-i:
    - I. Miłość(Love Hall, Moniuszki):
      - i. ground floor, amphitheatre: PLN 35,
      - ii. balcony I, II: PLN 30,
      - iii. balcony III: PLN 25;
    - II. Woda (Water hall, Redutowe): PLN 30;

- III. Ogień (Fire hall, Zascenie):
  - i. Young performs: PLN 25
  - ii. Other categories: PLN 30;
- IV. IV. Ziemia (Earth hall, Kameralna):
  - i. Young performs: PLN 25
  - ii. Other categories: PLN 30;
- V. V. Eter (Aether pavilion, Tent in the Theatre Square): FREE ENTRY within the occupancy limit;
- VI. VI. Powietrze (Wind hall, Church of Art Societies): FREE ENTRY within the occupancy limit.

9. Entrance tickets to Festival concerts priced at PLN 25 shall be available for purchase directly prior to a given concert, after the tickets have been sold out, only for vacant seats.
10. The Organiser's employees shall have the opportunity to purchase tickets during the pre-sale period from August 23 to 31, 2024, via the Eventim system, using a special link and codes provided for this purpose. To gain access to the pre-sale, prior notification must be sent to the following email address: [bilety@sinfoniavarsovia.org](mailto:bilety@sinfoniavarsovia.org). Ticket prices will match those listed in paragraph 8.
11. The prices of tickets and entrance tickets to concerts specified in paragraphs 8-9 are inclusive of 8% VAT.
12. Eventim provides ticket reservations only for groups of 15 or above. The reservations can be made at: [zamowieniagrupowe@eventim.pl](mailto:zamowieniagrupowe@eventim.pl) or +48 881 019 439.
13. Tickets shall not be refunded unless the concert does not take place for reasons attributable to the Organiser.
14. All concerts shall start on time. Latecomers will be admitted to the audience during the intermission, if possible and if an intermission has been scheduled during a given concert. Latecomers not admitted to the audience shall not be entitled to a refund of the unused ticket.
15. Concerts, except for family concerts, are intended for audience members over the age of 6.
16. For all concerts, including family concerts, a ticket must be purchased for each participant regardless of age.
17. Persons under 16 years of age may not attend concerts on their own.
18. No food or drink is allowed in the audience.
19. Audience members are obliged to switch off the sound on their mobile phones, electronic watches and other devices emitting sound and light signals.
20. Sound recording, photographing and/or filming during concerts is prohibited.
21. Smoking is strictly prohibited on the premises of the Theatre.
22. Audience members disobeying the instructions of Theatre staff or representatives of the Organiser, violating the Terms and Conditions or causing a threat to the safety of other Audience members, shall be asked to leave the Theatre. In such cases, their tickets shall not be refunded or reissued for a different concert. In the event of interruption of a concert by an Audience member not abiding by the Terms and Conditions, the costs of the interruption shall be borne by such Audience member. The Theatre reserves the right to refuse a ticket holder admission to a concert in cases justified by security considerations, as well as in the event that a ticket holder is found to be under the influence of alcohol or drugs, or may be in possession of weapons or other items that could constitute a danger.
23. Participation in the Event is tantamount to acceptance of the Terms and Conditions, the provisions of which the participant is obliged to observe.
24. The concert staff shall be entitled to prevent any person not complying with the Terms and Conditions and their stipulations from participating in the Event, in which case the ticket fee shall not be refunded.

25. The Organizer reserves the right to change the programme and performers of the concert. In such cases, the ticket fee is non-refundable and cannot be exchanged.
26. These Terms and Conditions shall come into force on the date of their publication on the Festival website: [www.szalonednimuzyki.pl](http://www.szalonednimuzyki.pl). The Organiser reserves the right to make changes to these Terms and Conditions. Any amendments to the Terms and Conditions made by the Organiser shall become effective upon publication on the Festival website.