

Rules and Regulations for guests and audience members in the buildings of the Krakow Opera.

§1

General principles

1. These regulations apply to persons (hereinafter: Visitors) who are present on the Opera's premises at 48 Lubicz Street and in the building on 37 Tomasza Street. These rules apply in particular to Audience Members (participants in events held at the Opera).
2. Visitors are required to comply with the provisions of these Rules and Regulations. These Rules and Regulations apply in particular to Audience Members of events organised by the Opera and by external entities at the Opera.
3. Visitors are required to follow the instructions and guidance given by Opera staff, as well as any instructions issued via the Public Address System, particularly with regard to health and safety regulations, fire safety (including evacuation procedures) and general order.
4. The following are prohibited in the Opera buildings:
 - 1) bringing in dangerous items that could pose a potential threat to the safety of people or the premises;
 - 2) smoking, using e-cigarettes, etc.;
 - 3) behaving noisily;
 - 4) bringing in and consuming your own food and drink (including alcohol);
 - 5) being under the influence of alcohol or having consumed narcotic or psychotropic substances;
 - 6) eating meals outside designated areas;
 - 7) bringing in and consuming alcohol purchased outside the Opera buildings,
 - 8) behaving in a manner that endangers one's own safety and that of other users;
 - 9) damaging equipment and fittings;
 - 10) using open flames;
 - 11) bringing animals onto the premises, with the exception of: guide dogs, assistance dogs or alert dogs for people who are ill or have a disability;
 - 12) entering areas closed to the public;
 - 13) using equipment and facilities in a manner inconsistent with their intended purpose or in a way that may pose a hazard (e.g. sliding down handrails, going beyond safety barriers, overloading lifts, running in corridors, etc.);
 - 14) conduct contrary to public decency and the provisions of these Rules and Regulations.
5. Any person whose conduct causes damage to the Opera or to a third party is obliged to make good such damage in accordance with the general principles.
6. If a person on the Opera's premises breaches these Rules and Regulations, behaves in a provocative or aggressive manner, or otherwise disturbs public order, the Opera reserves the right to:

- 1) call on that person to behave in accordance with the Rules and Regulations;
- 2) require that person to leave the Opera premises in the event of a continued breach of these Rules and Regulations;
- 3) take appropriate steps to ensure that the request to leave the Opera's premises is complied with, in particular, by calling security or the police.

§2

Rules for attending events held at the Opera (48 Lubicz Street)

1. Area accessible to spectators:
 - 1) The foyer, auditorium and cloakroom on the ground floor; the foyer and auditorium on the first, second, third and fourth floors; and the foyer, balcony and toilets;
 - 2) The Opera reserves the right to make any changes regarding the availability of seating for audience members.
2. Cloakrooms:
 - 1) There is a free, supervised cloakroom in the foyer;
 - 2) Before entering the auditorium, Audience Members are required to use the cloakroom, for the purpose of leaving outerwear and other items, including luggage; Auditorium and cloakroom staff are authorised to assess which items may cause inconvenience or pose a risk to others (in particular bags, rucksacks and umbrellas) and are to be deposited in the cloakroom; failure to comply may result in refusal of entry to the auditorium (without entitlement to a refund of the ticket price);
 - 3) The Opera accepts no liability for valuables or documents left in the cloakroom. Audience Members may bring these items or documents into the auditorium, provided that doing so does not jeopardise the safety of other Audience Members;
 - 4) Items left on the Opera's premises will be kept for one month, after which they will be handed over to the Lost Property Office;
 - 5) A fee will be charged for a lost cloakroom ticket; items will be returned upon payment of 50.00 PLN and after all other Audience Members' items have been returned, provided that ownership of the items can be confirmed; the Institution shall not be liable for items if they are handed over to the finder of the ticket.
3. Audience Members:
 - 1) Audience Members must keep their ticket or other admission document with them throughout the event;
 - 2) Admission to the event is only possible after presenting a valid ticket or admission document to a member of staff; inspection may be requested again;
 - 3) During ticket checks, staff may ask to present the document entitling to the discount claimed when purchasing the ticket, as well as proof of identity;
 - 4) Ticket checks are carried out by the venue staff.
4. Delays:

- 1) Events at the Opera begin at the scheduled times; the start of the event is signalled by a gong;
- 2) Once the performance has started, latecomers will not be admitted to the auditorium until the next interval. For performances without an interval, arriving late will prevent the Audience Member from attending the performance; latecomers may watch the performance and the event from the gallery in Building D or, where possible and subject to the approval of the ushers, take a seat in the auditorium as directed; they may take their purchased seat during the interval;
- 3) If it is not possible to admit an Audience Member to the auditorium without disrupting the event, the Audience Member must refrain from entering the auditorium until the interval; the decision as to whether an Audience Member can be admitted without disrupting the event rests with the auditorium staff;
- 4) In the event of the above circumstances, Audience Members are not entitled to a refund of the ticket price.
5. Minors:
 - 1) Children under the age of 16 may only remain on the Opera's premises if accompanied by an adult; the adult bears full responsibility for the minor in their care, including for any damage caused by the minor to property or to third parties;
 - 2) School pupils may only remain in the Opera under the supervision of an authorised supervisor, who is responsible for the group and its safety.
6. Behaviour:
 - 1) Audience Members are requested to wear attire appropriate to the nature of the artistic event and which does not disturb other Audience Members (in particular, it is forbidden to wear head coverings or items of clothing, such as large hats, that obstruct the view of other Audience Members; staff have the right to ask you to remove them, and in the event of refusal, to leave the auditorium (without the right to a refund of the ticket price).
 - 2) Please refrain from talking during the event. Guardians of minors are required to ensure that those in their care behave appropriately;
 - 3) During the event, the following are strictly prohibited:
 - a) recording video and audio or taking photographs without first obtaining written permission from the Opera; video and audio recordings and photography may only be carried out by persons holding an identification badge issued by the Opera;
 - b) the use of mobile phones;
 - c) consuming food and drink in the auditorium.
 - 4) Once the event has finished, Audience Members are required to leave their seats tidy and clean.
7. Safety:
 - 1) Please be advised that Audience Members may be exposed to high noise levels and flashing lights. People with sensitive hearing should use appropriate hearing protection tailored to their own acoustic comfort and health needs. Guardians of minors are obliged to ensure that their charges have adequate and safe hearing protection. Please be aware that, depending on the event's programme and lighting, certain visual effects may trigger epileptic seizures;

- 2) The Opera reserves the right to refuse entry or to require a ticket holder to leave the building where this is justified on safety grounds. This applies in particular to situations where an Audience Member is under the influence of intoxicating substances (alcohol, drugs), disturbs the peace, behaves aggressively or fails to comply with these Rules and Regulations. In this event, the ticket holder is not entitled to a refund;
- 3) Members of the public who breach the provisions of these Rules and Regulations or fail to comply with the instructions of the Opera's staff will be asked to leave the Opera's premises. Any individual who fails to comply with instructions from the Opera's staff will have security services summoned;
- 4) A purchased ticket constitutes the Opera's individual consent to admission to the event; this consent may be withdrawn at any time for reasons relating to the need to ensure safety;
- 5) In particular, the Opera reserves the right to:
 - a) instruct an event participant or any person on the Opera's premises to desist from disturbing public order,
 - b) require that person to leave the Opera building or premises in the event of a continued breach of the rules governing attendance at the event;
 - c) take appropriate measures to ensure that the request is complied with; this applies in particular to situations where an individual disrupts public order, behaves in a provocative or aggressive manner, or acts in breach of these Rules.

§3

Rules for admitting visitors to the administrative building at 48 Lubicz Street

1. These rules govern the reception desk's procedures for admitting Visitors (persons who are not employees or associates of the Krakow Opera) to the administrative building at 48 Lubicz Street (main entrance to the administration building; entrance from Topolowa Street).
2. The doors are kept locked at all times by the access control system and are opened when someone needs to enter.
3. The receptionist may only admit a Visitor to the building after first confirming that they have a business meeting with a member of staff from the relevant department of the Opera (hereinafter: Department Staff).
4. A Visitor wishing to enter from Topolowa Street uses the intercom in order to gain access to the building. The receptionist contacts the relevant department member by phone to confirm. Staff members are required to personally greet visitors at the reception desk (administrative entrance) or at the entrance from Topolowa Street.

5. If there is no record of a scheduled business meeting, the receptionist will not admit the visitor to the Opera's premises without prior confirmation by telephone from an Opera employee or the department specified by the Visitor.
6. If a Visitor refuses to comply with these rules, the receptionist may refuse to allow them into the building. Should such a situation arise, the receptionist is required to inform their supervisor immediately.
7. The only exceptions are guests of the Opera Director and the Buffet (during the Buffet's opening hours), who are directed by the receptionist to where they should go. Each time a Visitor is to be admitted, the receptionist confirms their presence by telephone and informs the Secretariat of their arrival.

§4

Rules for admitting Visitors to the building at 37 Tomasza Street

1. These rules govern the reception desk's procedures for admitting Visitors (persons who are not employees or associates of the Krakow Opera) to the building at 37 Tomasza Street
2. The receptionist may only admit a Visitor to the building after first confirming that they have a business meeting with a member of staff from the relevant department of the Opera (hereinafter: Department Staff).
3. If there is no record of a scheduled business meeting, the doorman will not admit the Visitor to the Opera's premises without prior confirmation by telephone from an Opera employee or the department specified by the Visitor.
4. If a Visitor refuses to comply with these rules, the receptionist may refuse to allow them into the building. Should such a situation arise, the receptionist is required to inform their supervisor immediately.

§5

CCTV surveillance.

Information regarding CCTV surveillance in the buildings at 48 Lubicz Street and 37 Tomasza Street

1. This notice sets out the purpose, scope and operating principles of the CCTV system at the Krakow Opera, which is located in Krakow at 48 Lubicz Street and 37 Tomasza Street.
2. The controller of the personal data collected by CCTV cameras is the Krakow Opera in Krakow, with its registered office at: 48 Lubicz Street, 31-512 Kraków (hereinafter: the Opera). Contact details: email: opera@opera.krakow.pl, tel.: +48 122 966 101.
3. CCTV monitoring (hereinafter: Monitoring) enables the recording of video footage within the buildings of the Krakow Opera (hereinafter: the Buildings). The Monitoring covers the Buildings and the surrounding area. Monitoring does not cover premises excluded under the provisions of the Labour Code.

4. The purpose of the Monitoring system is to ensure safety and public order and to protect people and property within the buildings. Supervision in this area is carried out by the Opera's Administration Department.
5. Method and extent of Monitoring:
 - a) Areas under surveillance are marked with information signs;
 - b) The surveillance system comprises: cameras monitoring the interiors of buildings and their immediate surroundings, including entrances; a recorder for storing camera footage; monitors for viewing the camera footage; software; and cabling;
 - c) The Monitoring system operates 24 hours a day;
 - d) Only the camera footage is recorded and stored.
6. The Opera processes video recordings solely for the purposes for which they were collected and retains them for a period not exceeding three months from the date of recording.
7. Where video recordings constitute evidence in legal proceedings, or where the Opera becomes aware that they may constitute evidence in such proceedings, the three-month period shall be extended until the proceedings have been finally concluded. Once the proceedings have concluded, video recordings containing personal data shall be destroyed, unless otherwise provided for by separate legislation.
8. The legal basis for the processing of personal data is Article 6(1)(f) (processing necessary for the purposes of legitimate interests) of the Regulation known as the GDPR [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 (General Data Protection Regulation)].
9. Any party wishing to preserve CCTV footage for the purposes of future proceedings may submit a written request to Opera asking for the footage to be preserved to prevent its deletion. Applications should be submitted to the Opera Secretariat in Kraków at 48 Lubicz Street, within 7 days from the date on which the incident could have been recorded by CCTV. Applications submitted after this deadline may not guarantee that the image will be preserved, as it may have been deleted from the recording device. The application must include the exact date and place, as well as the approximate time of the incident. Otherwise, it will not be possible to find the right image.
10. The obligation to inform individuals whose personal data may be recorded on CCTV is fulfilled via information boards at the entrance to buildings and on the Opera's website (<https://www.operakrakowska.pl/rodo>).