

REGULATIONS OF THE PLANETARIUM AT THE COPERNICUS SCIENCE CENTRE

§ 1

Copernicus Science Centre Planetarium

1. The Copernicus Science Centre is a cultural institution based in Warsaw (postcode: 00-390), at ul. Wyrbrzeże Kościuszkowskie 20, entered in the Register of Cultural Institutions maintained by the Mayor of the Capital City Warsaw, No. 2/06, with REGON number: 140603313 and NIP: 7010025169 (hereinafter referred to as **'the Centre'**), whose mission is to inspire people to explore and understand the world and to act responsibly.
2. One of the Centre's attractions open to the public is the Planetarium (hereinafter referred to as **'the Planetarium'**). The Planetarium's programme includes sessions – live shows, films, concerts and laser shows presented in the projection hall (hereinafter referred to as **'the Sessions'**) – as well as astronomical exhibits on display within the Planetarium building.

§ 2

General provisions

1. The Planetarium is open on the days and at the times stated on the website www.kopernik.org.pl.
2. The Centre reserves the right to open and close the Planetarium on days and at times other than those specified in paragraph 1.
3. Entry to the building and viewing of the exhibits on display are free of charge.
4. Where justified, the Centre reserves the right to temporarily amend the rules governing participation at the Sessions, as set out in § 8 and § 10 and to introduce additional rules regarding visitors' presence on the Planetarium premises (§ 9). Information regarding the changes will be published on the website www.kopernik.org.pl.
5. The Centre implements a policy on the protection of children from violence, which is published on the website www.kopernik.org.pl.
6. Sessions take place in accordance with the programme available on the website www.kopernik.org.pl and at the Planetarium ticket office.
7. There is an admission charge for the Planetarium Session. The ticket price list is available at the Planetarium ticket office and on the website www.kopernik.org.pl.

§ 3

Buying tickets

General rules for purchasing tickets

1. Individual tickets can be purchased via the website bilety.kopernik.org.pl or at the ticket office. You can buy a maximum of 10 individual tickets at a time.

2. Group tickets can be purchased via the website bilety.kopernik.org.pl in accordance with § 3(9)–(18) of the regulations, or booked by phone in accordance with § 3(19)–(27) of the regulations.
3. Group tickets are intended for organised groups of between 11 and 77 people, including the group leader(s). For every 10 paid group tickets, one free group ticket is provided for the group leader. In justified cases and at the buyer's request, the Centre may sell a group ticket to an organised group of fewer than 11 people or more than 77 people.
4. Tickets are available subject to availability for the selected Session.
5. The person purchasing the ticket is required to keep the receipt, invoice or confirmation of the bank transfer, which serve as proof of purchase.
6. For purchasers who are taxable persons with a Polish tax identification number (NIP), invoices are issued as structured invoices via the National e-Invoice System (KSeF), in accordance with applicable legislation, regardless of the method of purchase (i.e. at the ticket office, online or via the helpline).
7. For purchasers who do not hold a Polish tax identification number (NIP) and for individuals who are not engaged in business activities, the purchase of tickets constitutes consent to receive electronic invoices at the email address provided, in accordance with Article 106n of the Act of 11 March 2004 on Value Added Tax. This consent does not preclude the issuer's right to issue and send paper invoices.

Buying tickets at the ticket office

8. The ticket office accepts payments in Polish zlotys and by payment cards (information on the types of payment cards accepted is available at the Planetarium ticket office).

Purchase of tickets via the website bilety.kopernik.org.pl

9. You can purchase a ticket online once you have registered on the website www.bilety.kopernik.org.pl.
10. When registering, you must provide your first name, surname and email address, create a personal password, and accept the terms and conditions and the clause regarding the processing of personal data.
11. Once you have registered, you will need to activate your account by clicking on the link sent to the email address you provided.
12. You can only log in to a single account from one device at a time, using a single tab in the browser window.
13. Before paying for your order, please check that it is correct.
14. Payment for tickets is processed via an external payment system. The payment methods available depend on the system provider.
15. Payment must be made via the online payment service available on the website within 15 minutes of selecting your visit time, without interrupting the transaction. This deadline does not apply to accounts with additional booking privileges, as defined in the separate Online Booking Regulations available on the kopernik.org.pl website.

16. If the transaction is cancelled or the payment is not processed within the timeframe referred to in paragraph 15 above, the reserved tickets will be returned to the general pool of tickets available for sale.
17. Within 30 minutes of the payment being processed, the system will send an email to the email address provided in your profile, containing a confirmation and the transaction number, as well as your e-tickets in PDF format featuring QR codes.
18. The Centre reserves the right to delete any account that has not been successfully logged into within the last 24 months.

Booking tickets by telephone

19. Group bookings can be made via the Centre's helpline. Detailed information regarding the telephone number and the helpline opening times can be found on the website www.kopernik.org.pl.
20. You can book group tickets for up to three groups at a time by telephone.
21. When booking tickets by telephone, please provide the details of the person or organisation for whom the tickets are being purchased. The form is completed by the Centre's staff based on the details provided by the person making the booking. When making a booking, you must state the total number of people taking part in the visit and provide proof of eligibility for any applicable discounts.
22. Once you have made a booking by telephone, an email will be sent to the email address you provided, containing the transaction number and the details required to pay for it.
23. A telephone booking is confirmed once the tickets have been purchased, i.e. once payment has been made to the account specified in the email sent by the Centre following the booking (the date on which the payment is credited to the Centre's bank account determines whether the payment has been successfully processed) or once payment has been made at the Centre's ticket office. Payment must be made within 7 calendar days of making the booking, but no later than 7 days before the date of your visit. If there are fewer than 7 days until your visit, payment must be made directly at the Planetarium ticket office, but no later than 30 minutes before the booked Session time.
24. Once the booking has been paid for by bank transfer, an email containing a confirmation and the transaction number, along with e-tickets in PDF format featuring QR codes, will be sent to the email address provided by the person making the booking.
25. If the payment is not made by the deadline specified in paragraph 23 above, the booking will be cancelled.
26. When making the booking payment, please include the transaction number in the payment reference. Each booking must be paid for separately. Only the amount stated on the transaction confirmation will be accepted. If the amount paid does not match the amount specified in the booking, the payment will be refunded after deduction of bank charges, and the booking will be cancelled.

27. Where justified, the Centre reserves the right to change payment terms and methods at the request of the person making the booking.

§ 4

Tickets

1. The ticket shows the date and time of the Session and your seat number in the projection room.
2. The projection room has 139 seats and one space without a seat, reserved for a wheelchair user.
3. The ticket may take the form of:
 - 1) an electronic ticket – displayed on a smartphone screen;
 - 2) a paper ticket – obtained at the ticket office or printed out yourself;
 - 3) a collective pass (electronic or paper) intended for groups entering and leaving together using a collective QR code. A collective QR code can only be obtained when purchasing tickets via the bilet.y.kopernik.org.pl website or when booking by telephone.
4. You can collect your paper ticket from the ticket office using your transaction number or receipt.
5. The purchaser is responsible for sharing the ticket (or the QR code itself) with third parties. If several people present the same ticket at the entrance to the Planetarium, only the person who validated the ticket first will be entitled to use it.

§ 5

Types of tickets

1. The following types of tickets for the Planetarium are available:
 - 1) single ticket:
 - a) standard ticket – for adults;
 - b) concessionary ticket – intended for:
 - children and school-age young people aged between 2 and 19, subject to the right to refuse admission to the Session to persons under the age of 3 in accordance with § 8(1) of the regulations;
 - undergraduates and postgraduate students up to the age of 26;
 - holders of the Pole's Card;
 - pensioners;
 - senior visitors over the age of 60;
 - people with a recognised disability;
 - 2) group ticket – (available exclusively online or by telephone) – intended for each person in an organised group; all group tickets come in two formats: individual tickets for each member of the group, and a collective ticket with a single shared QR code for all members of the group;
 - 3) KDR ticket – intended for holders of a personalised, nationwide Large Family Card.
2. The following cases of free admission to the Planetarium are specified:
 - 1) free admission – available to carers of people with a certified disability;
 - 2) Free admission on presentation of a carer's ticket – available to children under the age of 2 (the child must sit on the carer's lap, occupying the same seat as the carer), subject to the

right to refuse admission to children under the age of 3 in accordance with § 8(1) of the regulations.

3. Concessionary tickets and KDR tickets can be purchased or obtained free of charge at the ticket office only upon presentation of a photo ID confirming eligibility, or a non-photo eligibility document accompanied by a valid ID. If tickets are purchased via the bilety.kopernik.org.pl website or booked by telephone, the Centre reserves the right to check the document confirming the discount upon entry to the Planetarium. If you do not have the relevant document, a concessionary, KDR or free ticket does not entitle you to attend the Planetarium Session.
4. Detailed rules regarding tickets for the Centre's Exhibitions are set out in separate regulations, which are available on the website www.kopernik.org.pl. If you purchase both an Exhibitions ticket and a Planetarium Session ticket at the same time (in a single transaction), you are entitled to a reduced price. If you purchase tickets for Exhibitions and for more than one Session, the discount applies only to the first one. Vouchers cannot be exchanged for a package (i.e. a cheaper combined ticket), but can be exchanged for separate tickets for the Exhibitions and the Planetarium.

§ 6

Language versions

1. Information on the language versions available for each Session and on the option to display subtitles can be found at www.kopernik.org.pl.
2. The Sessions are in Polish. Additional language versions (English, Ukrainian, Russian or audio description in Polish) are available for some films via headphones, which can be collected upon entering the projection room. Information on additional language versions for a particular film is available at www.kopernik.org.pl and at the Planetarium ticket office. The live presentations shown before each film are not translated.
3. In the event that the headphones are damaged or lost, the viewer will be required to reimburse the sum of PLN 2,000.00, which corresponds to their value.
4. To hire headphones for a group, please email info@kopernik.org.pl at least 3 days before your visit. If you do not notify us of your requirement for headphones for the group, the Planetarium cannot guarantee that there will be enough available.
5. Polish subtitles are available for certain films upon request; please email info@kopernik.org.pl at least seven days in advance, or speak to the Planetarium presenter immediately before the Session.

§ 7

Provisions relating to organised groups

1. Every organised group must be accompanied by at least one adult carer whilst on the premises of the Planetarium.
2. For secondary school groups, there may be a maximum of 15 pupils per carer, and for nursery and primary school groups, a maximum of 10 children.

3. The group may only attend the Session in the presence of a carer or carers, in accordance with the requirement set out in paragraph 2 above.
4. Carers are responsible for the behaviour of those in their care, including any behaviour that contravenes the rules for attending the Session or the presenter's instructions, as well as for any deliberate damage caused (e.g. damage to or destruction of exhibits, equipment or any other items located within the Planetarium).
5. Groups of people with special needs are asked to notify their visit to the accessibility coordinator at info@kopernik.org.pl immediately after making a booking or purchasing tickets.

§ 8

Specific rules regarding participation in the Session

1. The Sessions are suitable for children aged 3 and over. The Planetarium presenter reserves the right to refuse entry to the projection room to anyone accompanied by children under the age of 3. If there is any doubt as to the child's age, the presenter is entitled to ask to see a document confirming the child's age.
2. The presenter has the right to refuse entry to the projection room to people with pushchairs. You may leave your pushchair outside the room at your own risk.
3. The admission fee covers attendance at one Session on the date and at the time specified on the ticket.
4. Please make sure you arrive at the projection room at least 5 minutes before the start of the Session.
5. The Session starts at the time shown on your ticket.
6. Once the Session has started, you will not be allowed into the projection room.
7. Entry with a group ticket is only permitted for the entire group as a whole, and the group leader is responsible for showing participants to their designated seats.
8. We recommend that you do not leave the projection room during the Session. Once you have left the projection room during a Session, you cannot re-enter it. Leaving the room means that your participation in the Session has ended.
9. A one-way system is in place at the Planetarium – visitors enter via the entrance and exit via a separate exit (without access to the lift) as indicated by the Planetarium presenter. Visitors with mobility impairments may use the entrance (located near the lift) when leaving – subject to prior notification.
10. It is forbidden to bring food and drink into the projection room (with the exception of water in a sealed container).
11. Recording of sound and images during Sessions is prohibited.
12. During Sessions, all electronic devices (e.g. mobile phones, cameras, laptops and other devices that emit light or sound) must be switched off. The Planetarium accepts no liability for damage to equipment caused by failure to comply with the above prohibition.
13. Please do not touch the technical and electronic equipment in the projection room.
14. During Sessions in the projection room, the lights are turned off – it may be completely dark.

15. Anyone disrupting the Session – for example, by using devices that emit light, making noise during the projection, or otherwise disrupting the Session – may be asked to leave the projection room. In such circumstances, no refund will be given for the ticket.
16. Attending the Sessions is safe for people with pacemakers.
17. The shows on offer provide a wealth of intense visual and auditory stimuli, which may not be suitable for people with certain medical conditions (e.g. epilepsy); this applies in particular to shows involving the use of lasers.
18. During laser shows, you must not stand up or move around the room without a valid reason. If any member of the audience stands up during the Session, the presenters must pause the laser display for safety reasons.

§ 9

Cancellation or permanent interruption of the Session

1. In the event of a cancellation or permanent interruption of the Session due to a technical fault, tickets will be refunded without any handling fee being deducted.
2. Refunds of tickets referred to in paragraph 1 must be requested at the Planetarium ticket office or by email at zwroty@kopernik.org.pl within 30 calendar days of the date of the Session.
3. Refunds will be made in accordance with the rules set out in § 12 of the regulations.
4. The Planetarium ticket office will, subject to availability, allow you to purchase tickets for another Session of your choice. In the event of a disruption to a particular Session, the presenters may suggest an alternative. Audience members will then be able to choose between staying for the rescheduled Session or getting a refund.
5. No refund will be given if the technical fault was temporary and the Session resumed and was completed.
6. In the event of a technical fault, it may be possible, in exceptional circumstances, to organise an additional Session to include the parts of the Session that could not be shown. In this situation, the audience member has the choice between a refund of the ticket price and attending an additional Session.

§ 10

Rules for visiting the Planetarium

1. Children under the age of 13 may only enter the Planetarium when accompanied by an adult.
2. Backpacks, bags, umbrellas and outerwear should be left in the cloakroom. The detailed rules for using the cloakroom are set out in the Cloakroom Regulations, available at kopernik.org.pl
3. The cloakroom opens half an hour before the first Session and closes 15 minutes after the end of the last Session.
4. The Centre accepts no liability for items left unattended.
5. Any malfunctions, damage or breakages to the Planetarium's equipment must be reported to the Planetarium staff immediately.

6. Visitors to the Planetarium are required to observe safety rules and to follow the instructions of the Planetarium staff and security personnel.
7. Within the Planetarium, any behaviour that poses a danger to other visitors or to the Planetarium's equipment is prohibited. In particular, the following are prohibited:
 - 1) damaging any of the Planetarium's equipment;
 - 2) bringing animals onto the Planetarium premises, with the exception of guide and assistance dogs;
 - 3) bringing in and consuming alcohol, smoking tobacco, bringing in and using intoxicants, and using e-cigarettes;
 - 4) bringing in robots, drones and other equipment and vehicles without the Centre's prior consent;
 - 5) bringing weapons, explosives and other items that pose a danger to life and health, including lasers, onto the Planetarium premises;
 - 6) conducting commercial activities;
 - 7) carrying out advertising activities or political campaigning.
8. It is forbidden for persons who are drunk or under the influence of intoxicants to be on the Planetarium premises.
9. Anyone who breaches the prohibitions set out in these regulations, or who behaves in a manner that endangers the safety of visitors or exhibits, disturbs the peace, or breaches generally accepted standards of behaviour in a public place, will be asked to leave the Planetarium premises. In such circumstances, no refund will be given for the ticket.

§ 11

Safety/security

1. The Planetarium premises are covered by an audiovisual surveillance system and physical security.
2. The company responsible for security at the Centre is authorised to ensure safety on the Planetarium premises and to enforce the provisions of these regulations.
3. The Centre reserves the right to check that persons entering the Planetarium are not carrying any items referred to in § 10(7)(3)-(5) of the regulations.
4. In the event of an immediate threat to the health or life of visitors to the Planetarium, the Centre reserves the right to immediately suspend the provision of its services.

§ 12

Refunds

1. Individual tickets may be refunded no later than 7 calendar days before the date of the Planetarium Session.
2. Group tickets (over 5 tickets) may be refunded no later than 30 calendar days before the date of the Planetarium Session.
3. Group tickets (up to 5 tickets) may be refunded up to 7 calendar days before the date of the Planetarium Session. The limit of 5 group tickets for refunds, as mentioned in the previous sentence, applies to the entire payment transaction regardless of the number of refund requests

submitted (i.e. you may submit a single request for a refund of up to 5 tickets in total, or 5 separate requests for a refund of a single ticket, if necessary). Section 12(1) of the regulations does not apply to individual tickets included in a group ticket.

4. Individual and group tickets purchased less than 7 calendar days before the date of the Planetarium Session are non-refundable.
5. No refunds will be given for unused tickets, including those not used due to late arrival. This does not apply in cases where the ticket has not been used through the Centre's fault.
6. Only the person who made the transaction may request a refund.
7. Requests for refunds for tickets purchased online or paid for by bank transfer should be submitted using the refund form available at www.kopernik.org.pl. Please provide the following details on the form: transaction number, date of the Planetarium Session, the buyer's full name, email address, reason for the refund and the number of tickets to be refunded, as well as your bank account number if payment was made by bank transfer.
8. Refunds for tickets purchased at the ticket office can only be processed at the ticket office (during the Centre's opening hours) upon presentation of the original ticket or receipt. If you have purchased tickets for the Planetarium together with tickets for the Exhibitions, you can only obtain a refund for all attractions as a single package. This rule does not apply in situations where a ticket for one of the attractions cannot be used due to the Centre's fault.
9. It is not possible to reschedule the visit.
10. A partial refund for group tickets may be issued, provided that the number of tickets remaining in the booking is no fewer than 11.
11. Refunds of the relevant amounts will be made using the same method by which the payment was made:
 - 1) at the Planetarium ticket office – in cash or by card, provided the payment was made at the ticket office;
 - 2) to the account number specified in the refund request, if the payment was made by bank transfer;
 - 3) to the payment card or bank account number used to make the online payment, if the payment was made via the website.
12. The refund amount, except in cases where the Centre is at fault, will be reduced by a handling fee of 5 zlotys per ticket per person, regardless of the number of attractions covered by the ticket (e.g. when processing a refund for tickets for 3 people to the Planetarium and the Centre's Exhibitions, the Centre will deduct 15 zlotys).
13. Tickets whose price is lower than the handling fee referred to in paragraph 12 above are non-refundable.
14. In justified cases, the Centre reserves the right to consider each refund on a case-by-case basis.

§ 13

Complaints, claims and requests

1. Complaints, claims and requests concerning the Centre may be submitted in writing at the Centre's offices or electronically to the following address info@kopernik.org.pl.
2. In order for any of the documents (complaint or request), listed in § 13(1) to be considered, the incident to which the document relates must be reported within 30 days of its occurrence, and contact details must be provided to enable a response to be given.
3. The response time for complaints or requests is a maximum of 30 days, and for claims 14 days from the date they are received by the Centre. A reply will be sent by email or post to the address provided in your letter.
4. The Centre has a procedure for reporting breaches of the law and taking follow-up action, introduced by Order No. 60/2024 of the Chief Executive of the Copernicus Science Centre dated 17 September 2024. Detailed rules governing the submission and processing of applications are set out in the procedure available at: <https://www.kopernik.org.pl/procedura-zglaszania-naruszen-prawa-oraz-podejmowania-dzialan-nastepczych-w-centrum-nauki-kopernik>.

§ 14

Processing of personal data

1. Personal data shall be processed in accordance with the provisions 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 (General Data Protection Regulation) (Official Journal of the EU L No. 119, p. 1) (hereinafter 'the GDPR') and the Act of 10 May 2018 on the protection of personal data (Journal of Laws of 2019, item 1781).
2. The controller of the personal data is the Copernicus Science Centre with its registered office in Warsaw (postcode 00-390) at ul. Wybrzeże Kościuszkowskie 20. The Controller can be contacted by sending a message electronically via EPUAP to: /CentrumNaukiKopernik/SkrytkaESP or by sending an e-mail to: info@kopernik.org.pl.
3. The Controller has appointed a person responsible for the protection of personal data, namely the Data Protection Officer, who can be contacted by email at iod@kopernik.org.pl or by post to the Controller's registered office address indicated above, marked 'For the attention of the Data Protection Officer'.
4. The Controller processes personal data for purposes related to the data processing activities set out in the regulations (such as, for example, booking tickets by telephone, purchasing and refunding tickets, and handling complaints, claims and requests).
5. In connection with the processing of personal data by the Controller, data subjects have the right to access and obtain a copy of their personal data, to have it rectified, erased or the processing restricted, the right to object to processing, and the right to request data portability; however, the exercise of each of these rights shall be subject to the cases and conditions set out in Articles 15–21 of the GDPR. To exercise the above rights, please contact the Controller or the Data Protection Officer.

6. If it is found that the processing of personal data breaches applicable law, data subjects have the right to lodge a complaint with the President of the Office for Personal Data Protection.
7. The detailed information referred to in Articles 13–14 of the GDPR concerning the processing of personal data by the Controller is set out in separate information clauses.

§ 15

Final provisions

1. The regulations are available on the website www.kopernik.org.pl and at the Planetarium ticket office.
2. By purchasing a ticket, visitors accept these regulations and undertake to comply with them.
3. The Centre is authorised to amend these regulations. The amended regulations will be published on the website www.kopernik.org.pl and at the Planetarium ticket office, as well as at the Centre's ticket office.

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(signed by the Chief Executive of the Copernicus Science Centre)