

REGULATIONS FOR THE EXHIBITIONS AT THE COPERNICUS SCIENCE CENTRE

§ 1

The Mission of the Copernicus Science Centre

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 of 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. The Centre fulfils this mission, in particular, by providing access to interactive exhibits and organising programme activities.

§ 2

General provisions

1. A tour of the Centre takes visitors through thematically organised educational spaces, which feature interactive exhibits and installations, educational stations and accompanying activity zones, including the additional attractions of the Bzzz! exhibition, Thinkatorium, Laboratories, Robotic Theatre, High Voltage Theatre and LivingLab, as well as other activities at the Centre (hereinafter referred to as **'the Exhibitions'**).
2. The Exhibitions are located in the public area of the main building of the Copernicus Science Centre in Warsaw, at ul. Wyrbrzeże Kościuszkowskie 20 (hereinafter referred to as **'the Building'**).
3. The Building is open on the days and at the times stated on the website www.kopernik.org.pl.
4. Where justified, the Centre reserves the right to temporarily amend the rules governing access to specific attractions, as set out in § 8 of the regulations, and to introduce additional rules regarding visitors' presence on the Centre's premises. 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. There is an admission charge for the Exhibitions. The ticket prices can be found on the website www.kopernik.org.pl.
7. The ticket offices close one hour before the Exhibitions close.
8. For safety reasons, the number of people in the Building is limited.

§ 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 telephone in accordance with § 3(19)–(27) of the regulations. 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.
3. Tickets are available subject to availability at the Exhibitions.
4. The Centre reserves the right to suspend ticket sales and completely suspend admission to the Exhibitions should the maximum capacity for visitors on the Exhibition premises be reached.
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

7. The ticket office accepts payments in Polish zlotys and by payment cards (information on the types of payment cards accepted is available at the Exhibitions ticket office).
8. On the day of the visit, the organiser of a pre-booked group visit may purchase up to 5 additional tickets at the ticket office at the group rate. The sale of additional tickets is subject to the availability of free places at the Exhibitions and the maximum group size specified in § 3(2) of the regulations.

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

9. Tickets can be purchased online after registering on the website 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 separate regulations (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 ticket pool.
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 (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 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 ticket office, but no later than 30 minutes before your booked entry 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 contains a QR code that allows you to pass through the entry and exit gates and grants you access to the Exhibitions. Please keep your ticket until you leave the Exhibitions.
2. Tickets are validated by scanning the QR code on them using a scanner installed at the entry gate or by a scanner operated by Centre staff.
3. The ticket entitles the holder to admission to the Exhibitions at a specific time, except in the circumstances referred to in § 3(4) of the regulations. Tickets may be used no earlier than 30 minutes before the time for which they were purchased, and no later than 60 minutes after that time (during the Exhibitions' opening hours). If the ticket is not used within this time frame, it will expire. No refunds will be given for unused tickets, except where the ticket has not been used due to the Centre's fault.
4. 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 bilety.kopernik.org.pl website or when booking by telephone.
5. You can collect your paper ticket from the ticket office using your transaction number or receipt.
6. 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 Exhibitions, 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 Exhibitions 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;
 - 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 member of 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 Exhibitions 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.
 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 Exhibitions. If you do not have the relevant document, a concessionary, KDR or free ticket does not entitle you to visit the Exhibitions.
 4. Detailed rules regarding group tickets for the Laboratories and the Thinkatorium are set out in § 8 of the regulations.
 5. The detailed rules governing the use of the Copernicus Club membership are set out in separate regulations, which are available on the website www.kopernik.org.pl.
 6. Detailed rules regarding tickets for shows at the Planetarium are set out in separate regulations, which are available on the website www.kopernik.org.pl.

§ 6

Visiting the Exhibitions

1. Holders of Exhibitions tickets may enter and leave the Exhibitions grounds only via the gates on the Exhibitions side.
2. An Exhibitions ticket entitles the holder to a single entry to the Exhibitions area only. Leaving the Exhibitions grounds (via the turnstiles, including to the bistro) means that your visit has come to an end.
3. Visitors holding a ticket for the Exhibitions and a ticket for the Planetarium may enter the Exhibitions and exit via the gates on the Exhibitions side or the gates on the Planetarium side.
4. A ticket for the Exhibitions purchased in a single transaction together with a ticket for the Planetarium entitles the holder to two visits to the Exhibitions. This ticket allows you to access the

Planetarium via the internal passageway and return to the Exhibitions area after the show (during opening hours). Leaving the Exhibitions grounds again will mean that your visit has come to an end.

5. Visits are self-guided, so the Centre does not provide guides. External guides are not allowed to work on the Exhibitions premises.
6. Food and drink may only be consumed in the designated areas. However, the ban on consuming drinks in the Exhibitions areas does not apply to children under the age of 5. During the tour, food and drink should be kept in sealed, closed containers.
7. Staff of the Centre and other persons authorised to work at the Exhibitions (hereinafter referred to as **'the Centre's Staff'**) are authorised to carry out duties on the Exhibitions premises, in particular those relating to visitor services, the supervision of exhibits and the maintenance of security.
8. The Centre's Staff do not provide individual childcare for children on the Exhibitions premises. Minors visiting the Exhibitions do so at the sole responsibility of their parent or carer.
9. Children under the age of 13 must be accompanied by an adult whilst on the Exhibitions premises.
10. Pets are not permitted on the Exhibitions grounds, with the exception of guide and assistance dogs.
11. Bicycles, scooters, skateboards and other similar devices are not permitted at the Exhibitions.
12. Backpacks, large bags and coats 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
13. The Centre accepts no liability for items left unattended. Please follow the instructions and advice given by the Centre's Staff during your visit.
14. Please use the exhibits in accordance with the Centre's Staff's guidelines and pay attention to warnings and notices.
15. The Centre accepts no liability for any incidents arising from failure to follow the Centre's Staff's instructions or from the improper use of exhibits.
16. Any malfunctions, damage or breakages to the Centre's equipment must be reported to the Centre's Staff immediately.
17. The following is prohibited:
 - 1) removing exhibition fittings from the Exhibitions;
 - 2) moving items of equipment from the Centre to locations other than those designated for them;
 - 3) damaging any of the Centre's equipment.
18. The Centre reserves the right to deny visitors access to any part of the Centre. Where possible, visitors will be informed of any access restrictions in such a way that they can familiarise themselves with them before purchasing an admission ticket.
19. The Centre reserves the right to remove any exhibits that have malfunctioned, been damaged or destroyed.
20. The closure of any part of the Centre to visitors or the removal of certain exhibits does not constitute grounds for a full or partial refund of the ticket price.

§ 7

Organised groups

1. Any organised group of minors staying at the Centre must be accompanied by at least one adult.
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. 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.
4. Carers are responsible for the behaviour of those in their care and for any damage caused by them.

§ 8

Additional attractions

General rules for using additional attractions

1. Visitors with a valid Exhibitions ticket can enjoy additional attractions such as the Bzzz! exhibition, the Thinkatorium, the Laboratories, the Robotic Theatre, the High Voltage Theatre or the LivingLab.
2. The number of participants for each additional activity is limited. Participation in additional activities is subject to availability. If all places are taken, the Centre's Staff may refuse entry to the attraction in question.
3. The opening hours of the various additional attractions and a detailed description of them are available on the www.kopernik.org.pl website.

The Bzzz! Exhibitio

4. The Bzzz! exhibition is intended exclusively for children under the age of 7, as well as nursery groups and their carers.
5. Children may only enter the Bzzz! exhibition when accompanied by an adult carer. No more than two adult carers may accompany a child.
6. The adult carer referred to in paragraph 5 above may be accompanied at the Bzzz! exhibition by children in their care who are aged between 7 and 13. This paragraph does not apply to organised nursery groups.
7. Other persons not mentioned in paragraphs 4–6 above are not permitted to enter the Bzzz! exhibition.
8. Organised groups must book their admission to the Bzzz! exhibition in advance, free of charge.
9. Before entering the Bzzz! exhibition, please remove or secure any items (particularly items of clothing or jewellery) that could cause injury, puncture wounds or other harm.
10. At the Bzzz! Exhibition, visitors are not permitted to run or climb on any fixed parts of the exhibition structure, such as handrails and barriers.

Thinkatorium

11. The following activities are available at the Thinkatorium:

- 1) activities for organised groups,
 - 2) experimenting with hands-on activities for individual visitors.
12. The following rules apply to participation in classes for organised groups at the Thinkatorium:
- 1) Pupils in Years 1–3 of primary school may take part in activities for organised groups; the Centre's Staff reserve the right to refuse participation to groups from other year groups;
 - 2) Up to 30 people may take part in activities for organised groups at any one time; group leaders are not included in this number;
 - 3) Participation in the classes requires the purchase of an additional ticket, the price of which remains fixed regardless of the number of participants;
 - 4) The admission fee for organised groups at the Thinkatorium covers participation in individual classes at a specified time; admission to the classes is subject to presentation of a ticket entitling the holder to participate in the classes;
 - 5) If you are absent from organised group classes, including if you arrive late to the extent that the classes cannot take place, the cost of the ticket will not be refunded;
 - 6) If a group is less than 10 minutes late, the classes will be shortened by the amount of time it is late and will end according to the pre-arranged schedule; if a group is more than 10 minutes late, the Centre's Staff reserve the right to cancel the classes.
13. The following rules apply to the use of experimental kits by individual visitors:
- 1) Entry to the Thinkatorium area is subject to the supervision and permission of the Centre's Staff, who issue the experimental kits;
 - 2) The number of experimental kits is limited; if all available kits have been taken, entry to the Thinkatorium area will be suspended by the Centre's Staff;
 - 3) The experimental kits provided must be used in accordance with the safety guidelines issued by the Centre's Staff;
 - 4) It is forbidden to exchange the experimental kits provided with other visitors;
 - 5) Once visitors have finished using the experimental kit, they must return it to the Centre's Staff in undamaged and complete condition;
 - 6) Anyone not using the experimental kits must leave the Thinkatorium premises;
 - 7) Experimental kits may only be used in designated areas.

Laboratories

14. Classes in the laboratories are conducted in Polish. The materials for the laboratory classes (e.g. presentations, experiment instructions) are written in Polish.
15. The Centre's Staff reserve the right to refuse admission to classes in the Laboratory or to ask a person to leave the premises if their behaviour poses a threat to the safety of other participants, the equipment or premises.
16. The following types of activities are available at the Laboratories:
- 1) activities for organised groups;
 - 2) activities for individual visitors.
17. The following rules apply to classes for organised groups held in the Laboratories:

- 1) Classes for organised groups at the Laboratories are intended for young people from Year 7 of primary school upwards; the Centre's Staff reserve the right to refuse participation in classes to other year groups;
 - 2) Participation in the classes for organised groups at the Laboratories requires the purchase of an additional ticket, the price of which remains fixed regardless of the number of participants;
 - 3) The admission fee for organised groups at the Laboratories covers participation in individual classes at a specified time; admission to the classes is subject to presentation of a ticket entitling the holder to participate in the classes;
 - 4) If you are absent from organised group classes, including if you arrive late to the extent that the classes cannot take place, the cost of the ticket will not be refunded;
 - 5) Please arrive 10 minutes before the start of the classes; once the classes have begun, neither late individuals nor groups will be admitted; anyone who leaves the Laboratory without good reason during the classes will not be permitted to return;
 - 6) Up to 16 people may take part in classes for organised groups at the Laboratories at any one time; this figure does not include the group leader, who may observe the classes.
18. The following rules governing activities for individual visitors are hereby established:
- 1) Activities in the Laboratories are intended for individual visitors aged 9 and over; the Centre's Staff reserve the right to refuse participation to younger visitors or those who do not speak the language if there is any doubt as to their ability to understand the instructions.
 - 2) In activities for individual visitors at the Laboratories, there must be no more than three children under the age of 13 per adult carer.

Robotic Theatre

19. Admission to the Robotic Theatre performance is permitted only before the performance begins, under the supervision of and with the permission of the Centre's Staff.
20. During the performance, entry to the Robotic Theatre is prohibited.
21. Anyone who leaves the Robotic Theatre during the performance will not be allowed to return.
22. It is forbidden to go on stage at the Robotic Theatre.
23. Recording of video and audio during the Robotic Theatre performance is prohibited.

High Voltage Theatre

24. The High Voltage Theatre houses exhibits relating to electricity and high voltage. The High Voltage Theatre hosts shows and performances. The High Voltage Theatre venue may also be opened to visitors outside of performance times. Detailed information about today's repertoire is displayed on the screen at the High Voltage Theatre.
25. People aged 6 and over are welcome to attend performances at the High Voltage Theatre. Children aged 6 to 13 may enter the High Voltage Theatre only under the supervision of a carer and must remain with their carer throughout the performance. The Centre's Staff reserve the right to refuse entry to the performance to anyone accompanied by children under the age of 6.
26. Due to the lighting effects and noise at the High Voltage Theatre, attendance at performances is not recommended for people with epilepsy or those who are sensory-sensitive.
27. Due to the strong electromagnetic field generated during High Voltage Theatre performances, pregnant women and anyone using medical electronic devices, such as pacemakers, insulin pumps or hearing aids, are not permitted to enter the High Voltage Theatre.
28. Admission to the High Voltage Theatre performance is permitted only before the performance begins, under the supervision of and with the permission of the Centre's Staff. During the performance, entry to the High Voltage Theatre is prohibited. Anyone who leaves the High Voltage Theatre during the performance will not be allowed to return.
29. People with pushchairs are not permitted to enter the High Voltage Theatre.
30. Recording of performances at the High Voltage Theatre is prohibited.
31. Visitors to the High Voltage Theatre are prohibited from placing any objects within the restricted area containing the Tesla transformers, Jacob's ladder or control panel, or from entering the restricted area where high-voltage exhibits are located.

LivingLab

32. The LivingLab is a designated space where, using research stations, scientists invited by the Centre conduct research in the fields of psychology, sociology and learning sciences.
33. People under the age of 18 may use the research stations at LivingLab with the consent of a parent or carer.
34. Research stations collect anonymous data on completed tasks and demographic information about participants, such as age and gender. The stations do not collect personal data or any other information that could identify the participants in the research.

35. The information displays in the LivingLab zone, as well as the individual research stations, provide details of the recommended age of participants, as well as the topic and authors of the research.
36. The data collected from research stations is made available to researchers and is used to advance scientific knowledge.

§ 9

Safety/security

1. Visitors in the Building are prohibited from engaging in any behaviour that poses a danger to other visitors or to the Centre's facilities. In addition to the prohibitions listed in § 8 of the regulations, visitors are also prohibited from:
 - 1) bringing in and consuming alcohol, smoking tobacco, bringing in and using intoxicants, and using e-cigarettes;
 - 2) bringing in robots, drones or any other equipment or vehicles without the Centre's prior consent;
 - 3) bringing weapons, explosives and other items that pose a danger to life and health, including lasers, onto the Centre's premises;
 - 4) conducting commercial activities;
 - 5) carrying out advertising activities or political campaigning.
2. It is forbidden for persons who are drunk or under the influence of intoxicants to be on the Centre's premises.
3. 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 Centre's premises. In such circumstances, no refund will be given for the ticket.
4. The Centre's premises are covered by an audiovisual surveillance system and physical security.
5. The company responsible for security at the Centre is authorised to ensure safety on the Centre's premises and to enforce the provisions of these regulations.
6. The Centre reserves the right to check that persons entering the Exhibitions area are not carrying any of the items referred to in § 9(1) of these regulations.
7. In the event of an immediate threat to the health or life of visitors to the Exhibitions, the Centre reserves the right to immediately suspend the provision of its services. A refund of the ticket price will be granted provided that your visit to the Exhibitions (in accordance with the admission time stated on the ticket) lasted no longer than two hours. Refunds are issued on the basis of a receipt, VAT invoice or other document confirming the purchase of tickets, provided to the Centre within 14 calendar days of the date of the event. Applications submitted to the Centre after the above deadline will not be considered. No refund will be given to holders of an annual Copernicus Club membership.

8. In the event of an evacuation announcement, all persons present on the Centre's premises are required to leave the building immediately via the nearest emergency exit and to strictly follow the instructions of the Centre's Staff or security personnel.

§ 10

Refunds

1. An individual ticket may be refunded no later than 7 calendar days before the date of the visit.
2. Group tickets (5 or more) may be refunded no later than 30 calendar days before the date of the visit.
3. Group tickets (up to 5 tickets) may be refunded no later than 7 calendar days before the date of the visit. 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 10(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 visit are non-refundable.
5. Only the person who made the transaction may request a refund.
6. Requests for refunds for tickets purchased online or paid for by bank transfer must be submitted using the refund form available at www.kopernik.org.pl. Please provide the following details on the form: transaction number, date of visit, 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.
7. 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 Exhibitions tickets together with tickets for another attraction (e.g. the Planetarium, the Laboratories, the Thinkatorium), you can only request a refund for all attractions together. This rule does not apply in situations where a ticket for one of the attractions cannot be used due to the Centre's fault.
8. It is not possible to reschedule the visit.
9. A partial refund for group tickets may be issued, provided that the number of tickets remaining in the booking is no fewer than 11.
10. Refunds of the relevant amounts will be made using the same method by which the payment was made:
 - 1) at the Centre's 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.

11. 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).
12. Tickets whose price is lower than the handling fee referred to in paragraph 11 above are non-refundable.
13. In justified cases, the Centre reserves the right to consider each refund on a case-by-case basis.

§ 11

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 listed in § 11(1) of the regulations 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 reports 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>.

§ 12

Processing of personal data

1. Personal data are 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) (OJ 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 given 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.

§ 13

Final Provisions

1. The regulations are available on the website www.kopernik.org.pl and at the Centre's 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 Centre's ticket office.

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