

## REGULATIONS FOR VOUCHERS FOR 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. Wybrzeże 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

#### Voucher

1. A voucher is a string of characters that can be used to pay for a ticket to the Centre (hereinafter referred to as '**the Voucher**').
2. The Centre offers two types of Vouchers:
  - 1) Exhibitions Voucher – redeemable for a ticket to the Exhibitions at the Copernicus Science Centre,
  - 2) Planetarium Voucher – redeemable for a ticket to a selected 2D session at the Copernicus Science Centre Planetarium.
3. It is not possible to exchange one type of Voucher for another.
4. The Vouchers do not include additional attractions such as adults-only evenings, special shows, concerts or group activities.
5. Each Voucher shows a validity period – i.e. the date by which it can be exchanged for a ticket. This date marks the deadline for exchanging the Voucher for a ticket, not the date of your visit to the Exhibitions or the Planetarium (the Voucher can be exchanged for any available date, regardless of the Voucher's validity period).
6. The purchaser is responsible for sharing the Voucher (or the Voucher number itself) with third parties. If several people present the same Voucher at the Centre, only the person who validated it first will be entitled to use the purchased attractions.
7. The prices and expiry dates of the Vouchers on sale are available at [www.kopernik.org.pl](http://www.kopernik.org.pl).
8. Vouchers, hereinafter referred to as 'Corporate Vouchers', purchased in a transaction comprising at least 50 Vouchers, are available at a reduced price and have an extended validity period.

### § 3

#### Purchase of Vouchers

1. Vouchers can be purchased (up to 10 at a time) via the website [bilety.kopernik.org.pl](http://bilety.kopernik.org.pl) or at the ticket office.
2. Corporate Vouchers, as well as orders of more than 11 Vouchers, can be purchased by contacting the Centre by email at [info@kopernik.org.pl](mailto:info@kopernik.org.pl).
3. The Centre reserves the right to suspend the sale of Vouchers.
4. 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 how the tickets are purchased (i.e. at the ticket office, online or on the basis of a pro forma invoice).
5. 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 Vouchers constitutes consent to receive an electronic invoice 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.
6. When purchasing Vouchers on site at the ticket office:
  - 1) 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).
  - 2) The Voucher is non-refundable.
7. When purchasing Vouchers online:
  - 1) You must first register, i.e. create an account, on the website [www.bilety.kopernik.org.pl](http://www.bilety.kopernik.org.pl):
    - a) by providing your first name, surname and email address, creating a personal password, and accepting the terms and conditions and clauses regarding consent to the processing of personal data;
    - b) then activating your account by clicking on the link sent to the email address you provided;
  - 2) Before paying for your order, please check that it is correct;
  - 3) Payment for Vouchers is processed via an external payment system – the payment methods available depend on the provider of that system;
  - 4) 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;
  - 5) 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, the transaction number and the Vouchers saved in PDF format;
  - 6) The Centre reserves the right to delete any account that has not been successfully logged into within the last 24 months;
  - 7) Unused Vouchers may be returned within 14 calendar days of the date of purchase; please notify us of the return by email at [zwroty@kopernik.org.pl](mailto:zwroty@kopernik.org.pl); a handling fee of PLN 5 per Voucher will be charged for the return.
8. When purchasing more than 11 individual Vouchers or Corporate Vouchers:

- 1) Please email your purchase request, stating the number and type of Vouchers and your billing details, to [info@kopernik.org.pl](mailto:info@kopernik.org.pl);
  - 2) Within 3 working days of receiving the email confirming the purchase, a pro forma invoice will be sent with a 7-day payment term;
  - 3) Once payment for the order has been received, the Vouchers will be sent to the email address used to place the order within 3 working days.
9. In exceptional cases, the Centre reserves the right to sell or donate Vouchers on terms agreed individually with the relevant party.

#### **§ 4**

##### **Voucher Exchange**

1. Before using the attraction, the Voucher must be exchanged at the ticket office of the Centre or the Planetarium, or via the website [www.bilety.kopernik.org.pl](http://www.bilety.kopernik.org.pl) for a ticket valid on any date of your choice before the Voucher expires, in accordance with § 2(5) above.
2. The Voucher can be exchanged for a single-entry ticket, depending on the type of Voucher.
3. One Voucher can be exchanged for one admission ticket.
4. The Voucher can only be exchanged subject to availability on the selected date.
5. The Voucher is valid for one-time use only. This means that it can only be exchanged for a ticket once.
6. No cash equivalent may be paid in lieu of the Voucher.
7. The Voucher's validity period cannot be extended.
8. Failure to exchange the Voucher for a ticket within its validity period (through no fault of the Centre) shall not constitute grounds for a refund, for exchanging the Voucher for a new one, or for extending its validity period.
9. Once the Voucher has been exchanged for a ticket, it is not possible to return the ticket and receive a Voucher again.

#### **§ 5**

##### **Processing of personal data**

1. The processing of personal data is carried out 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 1791).
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](mailto:info@kopernik.org.pl).

3. The Controller has appointed a person responsible for personal data protection, i.e. the Data Protection Officer who can be contacted via the email address: [iod@kopernik.org.pl](mailto:iod@kopernik.org.pl) or by traditional mail at the above-mentioned address of the Controller's registered office, with the note 'Data Protection Officer'.
4. The Controller processes personal data for the purpose of providing the services described in these regulations, in particular in connection with the purchase, management, redemption and return of Vouchers.
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 you consider that the processing of your personal data breaches applicable law, you 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.

## **§ 6**

### **Final provisions**

1. The regulations are available on the website [www.kopernik.org.pl](http://www.kopernik.org.pl) and at the Centre's ticket office.
2. The Centre is authorised to amend these Regulations. The amended Regulations will be published on the website [www.kopernik.org.pl](http://www.kopernik.org.pl) and at the Centre's ticket office.
3. In matters not covered by these regulations, the provisions of the 'Regulations for the Exhibitions at the Copernicus Science Centre', the 'Regulations of the Planetarium at the Copernicus Science Centre' and the regulations governing the specific attractions or events for which tickets are purchased shall apply mutatis mutandis.
4. When transferring the Voucher to a third party, the Voucher holder is obliged to inform the new holder of the terms and conditions governing the use of Vouchers.

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