

>>> RULES AND POLICY OF TICKET SALE

I. Definitions

1. CK Zamek – Zamek Culture Centre, with registered office at ul. Święty Marcin 80/82.
2. Cultural event – an event organised or co-organised by CK Zamek (e.g. concerts, theatre performances, festivals, exhibitions, film screenings, guided tours of the former Imperial Castle).
3. Tours of the castle – visiting the castle on one's own is free of charge, while guided tours organised by CK Zamek are subject to charge.
4. Ticket – a document which entitles the bearer to admission to a cultural event stated on the ticket, sold at prices specified in the price list.
5. Group ticket – a bearer document indicating the number of persons for whom the ticket has been purchased.
6. Reduced ticket – ticket with a reduced price which may be purchased by the following entitled persons: children under 15 years of age, school pupils, students, senior citizens.
7. Large Family ticket – reduced ticket issued in accordance with the terms and conditions of the Poznań Large Family Card
8. External point of sale – any physical place of ticket sale other than CK ZAMEK ticket office.
9. Electronic (online) sale – sale of tickets on the websites of CK ZAMEK or DialCom24 Sp. z o.o.
10. Pass – ticket of admission to a series of cultural events, which specifies those events in detail.

II. Electronic (online) sale

1. Electronic sale of tickets is provided by DialCom24 Sp. z o.o. and the said company bears full liability for the sale.
2. Electronic sale takes place in accordance with the terms and conditions applicable to purchase of tickets with DialCom24 Sp. z o.o.

III. Sale at external points of sale

1. Sale in external points of sale is conducted by entities to which those points of sale belong and which bear full liability for such activities
2. Sale in external points of sale is subject to terms in conditions applicable at the given point of sale.

IV. Sale at the CK Zamek ticket office

1. Information about the prices of tickets to cultural events at CK ZAMEK are available from CK ZAMEK ticket office and on CK ZAMEK's website: www.zamek.poznan.pl.
2. Sale of tickets lasts until the commencement of a given cultural event; in the case of exhibitions sale ends 30 minutes prior to the closing of the exhibition to visitors.
3. Purchases are made in cash and, equipment allowing, by other means as well.
4. CK ZAMEK is not under obligation to accept returns of tickets.
5. CK ZAMEK is obliged to accept returns of tickets in the case of: cancellation of event or substantial changes in the programme of an event or its dates. In each instance, relevant information about the possibilities and dates for returns are announced on CK ZAMEK's website: www.ckzamek.pl
6. If the holder of the ticket seeks to return a ticket at CK ZAMEK, they should present the original ticket and the receipt confirming its purchase at the CK ZAMEK ticket office.

7. Group tickets may be sold exclusively to a group consisting of at least 11 persons and maximum 30 persons. The price of the ticket is calculated as a multiplication of the group ticket unit price and the number of persons in the group (e.g. unit price of PLN 15 x 15 persons = PLN 225).

V. CK ZAMEK reserves the right to modify the course and programme of event in circumstances beyond its control, which also includes cancellation of the event.