

## **PLANETARIUM – VISITOR REGULATIONS**

### **§ 1**

#### **Planetarium**

One of the attractions of the Copernicus Science Centre is its Planetarium ("**the Planetarium**"). The Copernicus Science Centre ("**the Centre**") is a cultural institution whose mission is to inspire people to experiment, understand the world, and act responsibly. The Planetarium is at the Centre's main building, i.e. in Warsaw at ul. Wybrzeże Kościuszkowskie 20.

### **§ 2**

#### **Opening hours**

1. The Planetarium is open to visitors on the days and hours advertised on the website [www.kopernik.org.pl](http://www.kopernik.org.pl).
2. The Centre reserves the right to open and close the Planetarium also on other days and at different times than those specified in § 1 above.
3. In justifiable circumstances, Copernicus Science Centre has the right to temporarily change the rules pertaining to shows described in § 12, and to implement additional rules for Planetarium visitors (§ 9). Information about any introduced changes will be communicated on the website [www.kopernik.org.pl](http://www.kopernik.org.pl).
4. Admission to the "Look: there's the Earth!" exhibition in the Planetarium is free of charge.
5. The shows are held in accordance with the repertoire available online at [www.kopernik.org.pl](http://www.kopernik.org.pl) and at the Planetarium cash desks.

## § 3

### **Fees and charges**

1. Admission to the show in the Planetarium is not free of charge. The ticket price list is available at the Planetarium cash desks and online at [www.kopernik.org.pl](http://www.kopernik.org.pl).
2. Tickets are available for sale subject to availability of vacancies.
3. A person buying a ticket is required to keep the ticket, the receipt, invoice or other document as a proof of ticket purchase.
4. The cash desks take payment in Polish zloty (PLN) and accept selected credit cards (information about accepted credit card types is available at the cash desks).

## § 4

### **Tickets to the Planetarium**

1. Types of tickets available at the Planetarium are the following :
  - 1) full-price ticket – available to adults;
  - 2) reduced-price ticket – available to:
    - a) children and school students between the ages of 2 and 19 (to students upon presentation of their school student ID),
    - b) university under- and post-graduates under the age of 26 (upon presentation of their under- or post-graduate ID),
    - c) holders of the Pole's Card (upon presentation of the Pole's Card),
    - d) pensioners (upon presentation of their pensioner card with a photo or their pensioner card and personal ID in the case of a pensioner card without a photo),
    - e) senior citizens over the age of 65 (upon presentation of an ID with a photo entitling to the discount),

- f) persons with a certified disability (upon presentation of a disability certificate and an ID with a photograph or a disabled person card),
- g) assistants of persons with a certified moderate disability;

- 3) free entrance pass – available to assistants of persons with a certified severe disability and to assistants of children under 16 with a certified disability;
- 4) group ticket – available to a person being a member of an organised group of at least 11 people; one supervisor per group does not pay for admission;
- 5) Large Family Card ticket with a discount for holders of a personalised nationwide Large Family Card.

## § 5

### **Ticket purchase**

1. Tickets to the shows are available:
  - 1) at the Planetarium cash desks with the option to purchase tickets in advance for organised groups and individuals; the cash desks are open half an hour before the start of the first show and close at the start of the last show;
  - 2) through a telephone booking (Monday–Friday from 8 AM to 4 PM) available only to organised groups; telephone number: (+48) 22 596 41 00; The Centre reserves the right to change the working hours of the helpline; detailed information about the helpline opening times, as well as their changes, is available at [www.kopernik.org.pl](http://www.kopernik.org.pl);
  - 3) via online sales; detailed purchase rules are set out in the terms and conditions of online ticket purchase available at [www.kopernik.org.pl](http://www.kopernik.org.pl);
  - 4) at the cash desks at the main entrance of the Centre.
2. Terms and conditions of ticket purchase and the rules of visiting the Centre's Exhibitions are provided in separate regulations.

3. The date and time of the show, as well as the seat number are provided on the tickets.
4. In the screening room there are 139 seats and 1 spot intended for a person who uses a wheelchair.
5. In case of purchase, in a single transaction, of an Exhibitions ticket and a Planetarium ticket (the so-called combined ticket), a lower price of both tickets applies. In case of purchasing one Exhibitions ticket and more than one Planetarium ticket, the discount only applies to the first one. The combined price does not apply when exchanging vouchers.

## § 6

### **Planetarium Vouchers**

1. A Voucher can be purchased in our cash desks or via our website [bilety.kopernik.org.pl/en/login](http://bilety.kopernik.org.pl/en/login).
2. Voucher can be exchanged for one Planetarium ticket (without Exhibitions), as it is designated on the voucher. The buyer is responsible for sharing the voucher (or just its number) with any third party. If more than 1 person reports to the Centre with the same voucher, only the first person to have used it will be allowed to enter.
3. A Planetarium voucher covers screenings and Straight From The Sky lectures. Planetarium vouchers do not cover concerts, laser shows, or special events. A Planetarium voucher cannot be exchanged for an Exhibitions ticket.
4. Before accessing our attraction, a voucher needs to be exchanged into a valid ticket for a chosen date, at the Exhibitions or Planetarium cash desks, or on our website. Exchanging of the voucher can only take place before its expiry date, and only if there are places available.
5. One voucher can be exchanged for one ticket to the Planetarium.
6. A voucher cannot be exchanged for money.
7. If a Planetarium voucher expires, it is not possible to change its date.

8. After exchanging a voucher for a ticket, there is no possibility of returning the ticket and getting the voucher back.
9. The holder of the voucher, when giving it to a third party, is obliged to inform the new holder about the rules regarding the usage of vouchers.

## § 7

### **Language versions**

1. Information about available language versions of each show is provided at [www.kopernik.org.pl](http://www.kopernik.org.pl).
2. At the Planetarium cash desks, it is possible to rent (subject to availability) a free headset with English, Ukrainian or Russian translation, as well as with audio description of selected movies.
3. In the event of destruction or loss of the headset, the viewer will have to pay PLN 1,600.00 which is the equivalent of the headset value.
4. In the case of groups coming to see a show, after prior notification of the need for headsets, they can be rented by the group supervisor after filling in the form available at the cash desk.
5. If the ticket to the Planetarium was bought online or at the Exhibitions cash desks, the person needing to rent the headset(s) can do it (subject to availability of the headsets) at the Planetarium cash desks 20 minutes before the show, without having to queue.

## § 8

### **Telephone booking and online sales**

1. Phone bookings (available only for organised groups) can be made no later than one day prior to the planned date of the visit.
2. You can make up to 3 individual online transactions at one time, each for no more than 10 tickets.

3. You can make up to 3 group transactions (online via [bilety.kopernik.org.pl/en/login](http://bilety.kopernik.org.pl/en/login) or via the telephone) at one time, each for no more than 70 group tickets and 7 tickets for group supervisors.
4. When booking tickets via the telephone, the person making the booking must provide the data of the person or institution for whom/which the tickets are being booked. A Centre staff member fills in the form using the data provided by the person making the booking. When booking it is necessary to provide the number of people and specify their entitlements to use a given type of ticket.
5. The administrator of the personal data provided in the form is the Copernicus Science Centre. The data will be processed for the purposes of group ticket reservations and sales, in accordance with laws generally applicable in this respect, in particular 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). The privacy policy is available at [www.kopernik.org.pl/en/privacy-policy](http://www.kopernik.org.pl/en/privacy-policy).
6. When booking tickets via the telephone and by providing his/her e-mail address the person making the booking consents to receiving invoices in electronic form in accordance with Article 106n of the VAT Act of 11 March 2004 (Journal of Laws of 2020, item 106, as amended). The consent to the delivery of invoices in electronic form does not exclude the right of the issuer to issue and send the invoices in paper form.
7. After you have made the booking, an e-mail will be sent to the provided e-mail address, containing the transaction number and details necessary for making the payment.
8. A telephone booking is deemed confirmed after purchasing the ticket, i.e. after making the payment to the bank account number provided in the confirmation with the transaction number (the payment date being the date of crediting the bank account of the Centre) or after paying for the ticket(s) at

the cash desks of the Planetarium within 7 calendar days of the date of opening the booking but no later than 4 calendar days before the visit.

9. For reservations made via the telephone less than 4 calendar days prior to the visit, the payment for the tickets must be made at the Planetarium cash desks no later than 1 hour before the show.
10. If no payment is made within the time limit referred to in rules 8 or 9 above, the booking is cancelled.
11. When paying for the booking, please enter the transaction number as the transfer reference. Every booking must be paid for separately. Only the amount corresponding to the amount shown in the email transaction confirmation will be accepted. If the paid amount is not the same as the amount indicated in the booking, the payment will be refunded after deducting the bank's service charges, and the booking will be cancelled.
12. After making the payment via bank transfer for the booking, an e-mail will be sent to the provided e-mail address, containing the confirmation and transaction number, as well as electronic tickets with a QR code, saved in PDF format.
13. The buyer is accountable for making the ticket (or just the QR code) available to third parties. If several people come to the Planetarium with the same ticket, only the person who activated it first is authorised to visit the attractions included in the ticket.
14. The ticket with the QR code, printed or displayed on the smartphone display, must be showed to the Planetarium staff member on the day of the visit, directly at the entrance to the screening room. People who have purchased reduced price tickets may be asked to show the Planetarium staff member a proof of eligibility, in accordance with these Regulations.
15. If it is impossible to show the ticket in the forms described above, you should report to the Planetarium cash desks with the confirmation or transaction number no later than 20 minutes before the start of the show to have the QR-coded ticket printed.

16. The Centre reserves the right to change the forms and terms and conditions of selling the tickets in advance, as well as the show times. Information on the changes will be published online at [www.kopernik.org.pl](http://www.kopernik.org.pl). In special cases, the Centre reserves the right to inform about the changes as they occur. People who purchased the tickets in advance and due to announced changes could not see the show, are entitled to reschedule or to get a refund for the tickets.
17. Terms and conditions of online sales, including the terms of payment, are provided in separate terms and conditions available at [www.kopernik.org.pl](http://www.kopernik.org.pl).

## § 9

### **Rules while visiting the Planetarium**

1. Children under 13 can visit the Planetarium only accompanied by an adult supervisor.
2. Backpacks, bags, umbrellas and overcoats must be left in the cloakroom.
3. The cloakroom opens half an hour before the first show and closes 15 minutes after the end of the last show.
4. Coats and things left in the cloakroom can be collected only during the opening hours of the cloakroom.
5. If you lose your cloakroom ticket or key, you will be charged an administration fee of PLN 30.00.
6. The Planetarium is not responsible for things left unattended.
7. Any and all failures, damage and destruction to the Planetarium equipment should be promptly reported to the staff.
8. Visitors to the Planetarium must observe safety regulations and follow the orders of the staff and security guards.

## § 10

### **Prohibitions within the Planetarium**

1. Visitors to the Planetarium are not allowed to behave in a way that may cause danger to other visitors and the Planetarium equipment. In particular, it is not allowed to:
  - 1) damage or destroy any parts of the Planetarium equipment;
  - 2) bring animals/pets to Planetarium, except for guide dogs and assistance dogs;
  - 3) bring and consume alcohol, smoke tobacco, bring and take drugs or other intoxicants, use electronic cigarettes;
  - 4) bring weapons, explosives and other items which may cause injury or damage;
  - 5) bring bicycles, scooters, skateboards or other similar equipment to the Planetarium and to use it on the Planetarium premises;
  - 6) pursue commercial activity;
  - 7) pursue advertising activity or conduct political agitation.
2. People who are intoxicated or under the influence of drugs, people behaving in a manner spoiling the enjoyment of others, or in a manner that poses a threat to the safety of visitors and elements of Planetarium equipment or which may provoke a breach of the peace, as well as persons who violate the generally accepted standards of behaviour in public places, are not allowed in the Planetarium.

## § 11

### **Organised groups**

1. Every organised group visiting the Planetarium must be accompanied by at least one adult supervisor.
2. In case of secondary school students, one supervisor can attend to no more than 15 students; in case of kindergarten groups and groups from primary schools – no more than 10 children.
3. The group shall attend the seance only with a supervisor or supervisors, as required in § 11, 2.

4. Supervisors are responsible and accountable for the behaviour of the children/students in their charge, that does not comply with the rules of participation in the show and the instructions of the presenter, as well as for any willful damage: damage to or destruction of the exhibits, equipment or other elements in the Planetarium.

## § 12

### **Detailed rules of attending the shows**

1. Shows may be attended by children aged over 3. The presenter of the Planetarium has the right to refuse entrance to the screening room to people with children under the age of 3. In case of doubt as to the age of the child, the presenter has the right to ask for a proof of age of the child.
2. The presenter has the right to refuse entry to the screening room to persons with prams or strollers. Prams and strollers can be left outside the screening room at the responsibility of the child's parents/guardians.
3. Admission fee entitles to participation in one show on the date and at the time indicated on the ticket.
4. You should arrive at the screening room not later than 5 minutes before the start of the show.
5. The show starts at the time indicated on the ticket.
6. Once the show starts, it is not possible to enter the screening room.
7. Entering the screening room with a group ticket is possible only for the entire group on the basis of the main QR code or on the basis of individual QR-coded tickets printed out or displayed on smartphone displays. Seating the participants is the responsibility of the group supervisor(s).
8. It is advisable not to leave the screening room during the show – if you leave the screening room during a show you are not allowed to re-enter it. Leaving the room means that the viewer ended his participation in the show.
9. Traffic in the Planetarium is directional – it has a separate entrance and exit indicated by the Planetarium presenter.

10. It is not allowed to bring food and beverages (excluding bottled water) to the screening room and to eat or drink (with the exception of water) during the show.
11. It is prohibited to record sound and images during the show.
12. During a show all electronic devices (e.g. mobile phones, cameras, mp3 players, laptops and other devices emitting light or sound) must be switched off. The Planetarium is not responsible for damage to the equipment caused by non-observance of the above prohibition.
13. It is not allowed to touch the technical and electronic equipment in the screening room.
14. During the shows the lights in the screening room are off – it is completely dark.
15. People disturbing the viewing – using light-emitting devices, making noise during the show or otherwise disrupting the show – may be asked to leave the screening room without the right to a refund.
16. The shows in the Planetarium are safe for people with pacemakers.
17. The screened content provides many intense visual and aural stimuli, which may be inadvisable for people with certain medical conditions (e.g. epilepsy).

## **§ 13**

### **Safety**

1. The Planetarium is under audio-visual CCTV surveillance and is watched over by security guards.
2. The security agency employed by the Centre is authorised to ensure safety within the Centre and the Planetarium and to enforce the provisions of these Regulations.
3. The Centre reserves the right to check whether persons entering the Planetarium are not in possession of the items referred to in § 10, 1, 3)–5) of these Regulations.

4. In the event of imminent danger to health or life of the Planetarium visitors, the Centre reserves the right to immediately withdraw from service performance.

## § 14

### Returns

1. Individual tickets may be returned up to 7 calendar days before the date of the screening at the Planetarium.
2. Group tickets may be returned if fewer than 29 calendar days have elapsed since the purchase of the tickets, and if there are more than 30 calendar days left until the date of the screening at the Planetarium. In other cases, only part of the tickets purchased in a given transaction may be returned, as stipulated in § 14, 3–4.
3. Up to 7 calendar days before the date of a screening at the Planetarium, it shall be possible to return a maximum of 5 group tickets from the entire pool of tickets purchased in a given transaction, regardless of the number of refund requests relating to the same transaction.
4. Individual and group tickets purchased fewer than 7 calendar days before the date of the screening at the Planetarium cannot be returned.
5. A return of some of the group tickets shall be possible provided that the number of tickets remaining in the given reservation is not lower than 11 and that the deadlines specified in § 14, 2–3 are met.
6. In case of combined Exhibitions and Planetarium tickets (§ 5, 5), it is only possible to return both tickets, unless one of the tickets cannot be used for reasons dependant on the Centre.
7. Any returns can only be made by the person who effected the transaction. . A request for the return of tickets purchased online must be submitted by email to [zwroty@kopernik.org.pl](mailto:zwroty@kopernik.org.pl). Tickets purchased at the cash desk can only be returned at the cash desks (during the Planetarium opening hours).

Compliance with the deadlines, referred to in § 14, 1–3, shall be determined by the date of receipt of the request.

8. A request for a return should include the following data: number and date of the transaction, date of the screening, number of tickets to be returned, and bank account number in the case of payments by bank transfer.
9. Only requests containing all the required data and submitted observing the deadlines referred to in § 14, 1–3 respectively, shall be processed.
10. In the case of tickets purchased directly at the Planetarium cash desks, returns can only be made at the Planetarium cash desks.
11. Tickets that have not been used, e.g., because of particular persons being late, shall not be refundable, except where the ticket has not been used through the Centre's fault.
12. Any sums paid shall be reimbursed:
  - 1) at the Planetarium cash desks, or to the credit/debit card, depending on the form of the original payment, if the purchase was made at the cash desks;
  - 2) to the bank account number indicated in the request for the return, if the payment was made by bank transfer;
  - 3) to the credit/debit card or to the bank account number from which the online payment was made, if the payment was made through the website.
13. The sums referred to in § 14, 12, except for the situation described in § 16 of the Regulations, shall be reduced by the handling fee of 5.00 PLN per each paid ticket for one person, regardless of the number of attractions cancelled as part of a given return.
14. It shall not be possible to change the date of a visit or to exchange the ticket for another screening, except as provided in these Regulations.

## § 15

### Complaints and requests

1. Complaints and requests concerning the Planetarium may be submitted in writing at the Centre's premises or electronically at [info@kopernik.org.pl](mailto:info@kopernik.org.pl).
2. To be considered, a complaint must be reported within 30 days of its occurrence and provide contact details for a response.
3. The response time to a letter is a maximum of 30 days from the date of its receipt at the Centre. The reply will be provided by e-mail or – if the e-mail address of the sender is not included in the letter – posted to the address indicated in the letter.

## § 16

### **Cancellation or permanent discontinuance of a screening**

1. In the event of cancellation or permanent discontinuance of a screening due to technical failure, the tickets shall be returnable without deduction of the handling fee.
2. Returns of tickets referred to in § 16, 1 should be reported at the Planetarium cash desks, by email to [zwroty@kopernik.org.pl](mailto:zwroty@kopernik.org.pl) or by post to the Centre's main office address with the 'zwrot' annotation on the envelope within 30 calendar days of the date of the screening.
3. Any amounts due shall be reimbursed as described in § 14, 13 of the Regulations.
4. If possible, and if there are any free seats, the Planetarium cash desks shall make it possible to buy tickets for another selected screening. In the case of a technical failure affecting a given screening, the presenters may propose another one. The viewers shall then be able to choose whether to stay at the replacement screening, or return their tickets.
5. No returns shall be accepted if a technical failure interrupts a screening, but allows it to be resumed and finished.
6. In the case of a technical failure, in special cases, it shall be possible to organize an additional screening that includes the unpresented elements of

the original screening. In such situation, the viewer shall be able to choose between reimbursement of the ticket price or participation in the additional screening.

## § 17

### **Final provisions**

1. These Regulations are available online at [www.kopernik.org.pl](http://www.kopernik.org.pl) and at the cash desks of both the Planetarium and the Exhibitions.
2. Visitors to the Planetarium are obliged to observe these Regulations.
3. Failure to follow these Regulations may be the basis for removing the breaching person from the Planetarium premises. In such a case the removed person is not entitled to a refund.
4. The Centre has the right to amend these Regulations. The amended Regulations will be published online at [www.kopernik.org.pl](http://www.kopernik.org.pl) and at the cash desks of both the Planetarium and the Exhibitions.