

**RULES FOR PURCHASING ONLINE TICKETS
TO THE SPACE POPULARISATION CENTRE PLANETARIUM - TORUŃ**

§1 General Provisions

1. Astronomy shows (projections) in the planetarium and entrances to the interactive exhibitions MARS#17 Base and Geodium are held according to the schedule available at www.planetarium.torun.pl.
2. Ticket reservations and purchases are subject to availability.
3. Individual discounted and standard tickets as well as group tickets are available for purchase.
4. Reduced fares are available to children and school pupils up to the age of 19 (pupils upon presentation of a school ID card), university and college students up to the age of 26 (upon presentation of a student ID card), pensioners and disability pensioners (upon presentation of a photo ID card or, in the case of an ID card without a photo, an ID card and identity document), persons with a certified disability (upon presentation of a disability certificate and an identity document or a disabled person's ID card with a photo), assistants to persons with a certified severe disability, and holders of a Nicolaus Copernicus University Graduate Card.
5. Current admission prices for the Planetarium exhibitions are published on at www.planetarium.torun.pl.
6. If tickets were purchased online in violation of the venue's regulations (e.g. in violation of age restrictions or discount eligibility), no refund will be given.
7. The purchased e-ticket entitles you to admission to the show or exhibition at the time indicated on the ticket. You must arrive at the event indicated on the ticket at least 5 minutes before it starts. If you are late for the show or exhibition, you are not entitled to a refund or exchange of the ticket for another date.
8. **We do not sell individual or group tickets with foreign language versions or audio descriptions via our website. Due to the limited availability of headphone connections, they can only be purchased after prior notification by telephone on 56 622 60 66 or by e-mail at office@planetarium.torun.pl. Orders must be placed at least one day prior to the visit.**
9. In order for your booking to be successful, you must provide correct details. Messages sent from the ticket sales system are automatic and may end up in different folders in the customer's mailbox. Planetarium is not responsible for the non-delivery of messages due to spam filter settings. If you do not receive an e-mail, please contact us by telephone at 56 622 60 66.
10. Space Popularisation Centre Planetarium is the administrator of personal data provided when making reservations and purchasing tickets. The data will be processed solely for the purposes of ticket reservations and sales, in accordance with the applicable legal regulations.

§2 Purchase of group tickets

1. Group tickets are defined as a single purchase of at least 15 tickets. For every commenced group of 15 persons, one carer is entitled to free admission. In the case of a larger number of carers, they should be added to the number of paid group tickets.

2. Group tickets can be purchased:
 - a) via www.planetarium.torun.pl website
 - b) by telephone on working days from Monday to Friday between 9:00 a.m. and 2:00 p.m. at 56 622 60 66.
3. The Space Popularisation Centre Planetarium reserves the right to change the opening hours of the booking department. Detailed information on the days and hours of operation of the booking department is available at www.planetarium.torun.pl website.
4. Group tickets may be purchased no earlier than at the date specified by 'Planetarium' and announced on the www.planetarium.torun.pl website.
5. When registering a group by telephone, a Planetarium employee enters the data into the online sales system and sends the PRO order together with a payment link to the e-mail address provided by the Buyer for payment within the specified time limit.
6. During one telephone call, you can make a maximum of 5 group bookings for no more than 60 people each.
7. The rules governing sales via the website apply accordingly to telephone sales.
8. When purchasing group admission tickets, it is necessary to select the date of the visit, the time of entry to the screening or interactive exhibitions, and to specify the number of people. You must also provide the first and last name of the person making the reservation, their e-mail address and contact telephone number.
9. When purchasing admission tickets, the purchaser is required to inform us by telephone at 56 622 60 66 or by e-mail at office@planetarium.torun.pl if there are any wheelchair users in the group and to provide the number of such persons.
10. When making an online purchase, you must decide whether you want a VAT invoice to be issued for your purchase. In order to receive a VAT invoice, you must provide the necessary details for issuing a VAT invoice when placing your order:
 - a) first name and surname or company name of the purchaser;
 - b) address (town, postcode, street);
 - c) tax identification number (not applicable to natural persons).
11. After placing an order for group tickets via the website or by telephone, the tour organiser will receive an e-mail from the Planetarium with information about the reservation number (PRO order), the required amount and payment deadline, along with a link to make an online payment.
12. Payment for PRO orders must be made via the Przelewy24 electronic payment system within 7 days of placing the order by clicking on the payment link provided in the e-mail. If there are less than 7 days between the date of placing the order and the date of the visit, payment must be made no later than 11:59 p.m. on the day preceding the date of the visit. If the funds are not received within the required time, the system will automatically cancel the order and the tickets will be returned to the pool of available tickets.
13. Each online group ticket order will receive an individual transaction number, and each transaction requires a separate payment.
14. Once the payment has been credited to our account, your booking will be confirmed and an e-mail will be sent to the address you provided, containing a PDF electronic VAT invoice or receipt and electronic tickets with QR codes (for individuals) or a visualisation of the invoice (for institutions). The invoice for institutions will be sent automatically to the Polish National e-Invoice System. If you wish to receive it, please send us e-mail with the request for the invoice.

15. By ordering tickets, the purchaser agrees to receive invoices in electronic form in accordance with Article 106n of the Act of 11 March 2004 on Goods and Services Tax (Journal of Laws of 2020, item 106, as amended). Consent to the delivery of invoices in electronic form does not exclude the issuer's right to issue and send invoices in paper form.
16. Organised groups that have already paid for admission tickets may purchase additional tickets at the same price, subject to availability: by telephone before the visit or at the ticket office on the day of the visit.
17. Admission tickets purchased and paid for online cannot be exchanged for tickets valid on other dates, except in cases where the ticket was not used due to the fault of the Planetarium.
18. In justified cases, the Director of 'Planetarium' may agree to accept payment by bank transfer with a deferred payment date after the visit. To apply for this method of payment, please send your request to the address of the 'Planetarium' headquarters or by e-mail to: office@planetarium.torun.pl. A template letter is available on our www.planetarium.torun.pl website.

§3 Purchase of individual tickets

1. Individual tickets are defined as a single purchase of no more than 14 tickets.
2. Individual tickets can be purchased up to 14 days in advance via the www.planetarium.torun.pl website, or in person at the Planetarium ticket office or ticket machine.
3. Individual tickets for the current day can only be purchased in person at the Planetarium ticket office or ticket machine.
4. When purchasing a ticket online via the www.planetarium.torun.pl website, select the date of your visit, the time of admission to the show or interactive exhibitions, and the number of people. You must also provide the first and last name of the person making the reservation, their e-mail address and, optionally, their telephone number.
5. Payment for tickets is made immediately via the Przelewy24 electronic payment system or within 30 minutes of placing the order by clicking on the payment link provided in the e-mail. If the funds are not received within the required time, the system will automatically cancel the order and the tickets will be returned to the pool of available tickets.
6. After payment, a sales document and admission tickets will be sent to the e-mail address provided. Admission tickets purchased online must be printed or presented on a mobile device to 'Planetarium' staff before entering the show or interactive exhibition on the date indicated on the ticket.
7. The buyer is responsible for printing the ticket correctly or presenting it in another way that allows it to be read by a 'Planetarium' employee, and for protecting the tickets in their mailbox. It is not possible for tickets to be sent again.

§4 Refunds for group tickets

1. In the case of group tickets purchased and paid for online, a **one-time** refund of tickets is possible in the quantities and on the dates specified below:
 - if there are 30 calendar days or more remaining until the date of the show or exhibition, it is possible to refund the entire pool (or part) of paid admission tickets for a given group,
 - Up to 7 calendar days before the date of the visit, it is possible to return a maximum of 5 group tickets from the entire pool of tickets purchased for a given group.

After the deadline specified in the previous sentence expires, group tickets cannot be refunded.

2. Returns are possible after sending a request to the address of the 'Planetarium' headquarters or by e-mail to: office@planetarium.torun.pl. The date of receipt of the request by 'Planetarium' determines whether the deadlines referred to in §4(2) have been met. A refund form template is available at www.planetarium.torun.pl.
3. The refund request should include the following details: order or invoice number, date of visit, number of tickets to be refunded, and bank account number. Only requests containing all the required details and submitted on time will be processed. Refunds will be made in the same form as the payment was made. Refunds can only be made to the person or institution that made the transaction upon prior submission of a request.
4. The return of tickets cannot result in the status of the group being changed to individuals.

§5 Refunds for individual tickets

1. Individual admission tickets purchased and paid for online are non-refundable and cannot be exchanged for tickets valid on other dates, except in cases where the ticket was not used due to the fault of Planetarium.

§6 Final provisions

1. In matters not covered by these Regulations, the provisions of the Regulations of the Space Popularisation Centre Planetarium shall apply accordingly.
2. The Planetarium reserves the right to delay admission to the attraction beyond the time specified on the ticket if the number of people in a given room exceeds the permissible limit.
3. The payment card operator is PayPro SA Agent Rozliczeniowy, ul. Pastelowa 8, 60-198 Poznań, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court Poznań Nowe Miasto i Wilda in Poznań, 8th Commercial Division of the National Court Register under KRS number 0000347935, NIP 7792369887, Regon 301345068.
4. The Director of 'Planetarium' is authorised to amend the Regulations. The amended Regulations shall be published on the www.planetarium.torun.pl website.

Dyrektor Zarządzający
Członek Zarządu

Anna Broniewska

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signature of the Managing Director