**Ticket refund request form**

**Teatr Wielki - Polish National Opera in Warsaw**

• If you want to request a refund for tickets purchased either at the physical box office of the Teatr Wielki – Polish National Opera or via our website, please complete and submit the form below. The refund will be made by bank transfer. Refunds for tickets purchased via the website will be made to the account from which the original payment was made.

• Please send the completed form to: zwrot@teatrwielki.pl.

• If you send this form by e-mail you will not be able to request the refund at the physical box office.

• You may request a refund for tickets purchased both at the physical box office and online up to 3 days before the performance date (not counting the day when the request is made or the date of the event).

• After the three-day mark but before the day of the event, refunds will be made to prepaid cards only, which you can request online (>>> prepaid card request form) or at the physical box office.

• You can request a refund for a group booking:

– up until 3 calendar days if you are returning 15–20 tickets

– up until 7 calendar days if you are returning 21–25 tickets

– up until 10 calendar days if you are returning more than 26 tickets,

not counting the day when the request is made or the date of the event.

• You cannot request a refund if this would reduce the number of booked tickets to less than 15.

• No refunds are made on the performance date.

|  |
| --- |
| **Personal data** |
| **Name** |  |
| **Surname** |  |
| **E-mail** |  |
| **Telephone** |  |
| **Method of payment**  |  |
| **Bank account number****\*Provide if you bought your tickets at the physical box office and have not paid with a prepaid card.**  |  |
| **The name of the account holder****\*Provide if you bought your tickets at the physical box office and have not paid with a prepaid card.** |  |
| **IBAN****\* for foreign banks** |  |
| **SWIFT CODE**\* for foreign banks |  |
| ***Purchase details*** |
| **Event name and date**  |  |
|  **#1 Ticket no.\***Seat no. |  |
| **#2 Ticket no.**Seat no. |  |
|  **#3 Ticket no.**Seat no. |  |
|  **#4 Ticket no.**Seat no. |  |
| **#5 Ticket no.**Seat no. |  |
|  **#6 Ticket no.**Seat no. |  |
| **#7 Ticket no.**Seat no. |  |
| **#8 Ticket no.**Seat no. |  |
|  **#9 Ticket no.**Seat no. |  |
| **#10 Ticket no.**Seat no. |  |

\* The number in the lower left corner of the hardcopy ticket or the number next to the barcode on the e-ticket.

|  |  |
| --- | --- |
| **Your comments** |  |

☐ I consent to the processing of my personal data contained in the above form by the Teatr Wielki - Polish National Opera for the purposes of the ticket return process, in accordance with the requirements of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals 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). I declare that I have been informed about the possibility of withdrawing my consent at any time, which does not affect the lawfulness of the processing that was carried out before its withdrawal.

 1. The controller of your personal data is Teatr Wielki – National Opera, address: Plac Teatralny 1, 00-950 Warsaw, phone: +48 (22) 69 20 200; fax: +48 (22) 826 04 23.

2. The Teatr Wielki - Polish National Opera has appointed a Data Protection Officer who can be contacted by:

1) post: Data Protection Officer, Teatr Wielki - Opera Narodowa, Pl. Teatralny 1, 00-950 Warsaw, or

2) e-mail: iod@teatrwielki.pl.

3. Your personal data contained in the above form will be processed in order to carry out the ticket refund process based on your consent.

4. The recipients of your personal data are entities cooperating with the Theatre on the basis of written contracts entrusting the processing of personal data in order to provide services to the controller in the field of hosting and technical support.

5. Your personal data contained in the submitted forms will be stored until the purpose for which they were collected is achieved, i.e. until the ticket return process is completed.

6. You have the right to:

1) access your personal data and receive a copy thereof;

2)rectify (correct) your personal data;

3) limit the processing of personal data;

4) delete personal data;

5) lodge a complaint with the President of the Personal Data Protection Office (to the address of the Personal Data Protection Office, ul. Stawki 2, 00-193 Warsaw).

7. You also have the right to withdraw your consent at any time. However, this will not affect the lawfulness of data processing that was carried out before its withdrawal.

8. Providing your personal data is voluntary but necessary to carry out the process of making the refund.