

Terms and Conditions of the Event under the name : Cirque du Soleil –“CRYSTAL”

I. General Provisions:

1. These Regulations (hereinafter referred to as "Regulations ") were issued under the provisions of the Act of 20 March 2009 on the safety of mass events, consolidated text, Journal of Laws 2017 item 1160 (hereinafter the "Act") and on the basis of the provisions of the Civil Code.

2. The Regulations is issued by ALTER ART FESTIVAL SP. Z O.O. company with its registered office in Warsaw, 14 Kazimierzowska Str., entered in the companies register of the District Court for the City of Warsaw in Warsaw under the number KRS:227624, the Promoter of the event: "Cirque du Soleil - CRYSTAL", which will be performed in a form of shows between January 23– 26 2020 Kraków, Tauron Arena, Lema 7 Str. and between January 30 - February 2, 2020 Gdańsk, ERGO Arena, Plac Dwóch Miast 1 St. (hereinafter referred to as "The Event").

3. The Regulations are intended for all persons who will be staying at the Event Venue, in the course of Event. Every person staying at the Event Venue is obliged to abide by the provisions of these Regulations.

4. The aim of this Regulations is to keep the security of the Event by regulating the rules of admission and provisions of the Event as well as the behaviour of persons present at the Event and using the Area of the Event, as well as devices and equipment that is placed in the Event's Area, moreover to regulate the rights and obligations of the members of the Event in connection to purchasing the entry ticket for the Event.

5. Definitions below that are used in the Regulations will have following shall meaning:

"Ticket" shall mean the individual approval to enter the Event;

"Security Service" and "Information Service" shall mean all persons appointed by the Promoter of the Event including the security agency employees, identified by the ID card to take care of the security of those who take part in the Event, including the control of the authorization of those who have the entry permission to the Event. Members of Security Service and Stewards have ID cards visibly shown, that include the name of the publisher, ID number and a photograph, validity date, seal and signature of the publisher.

"Event's Area" is the place where the Event is organized. The place can be changed because of very important reasons. This information will be published before the start of the Event.

"Event Participant" shall be the person who participates in the Event on the basis of the Ticket. The Participant of the Event can be a minor above 15 years old (for the event taking place on January 23, 2020 - a person born before January 23, 2005 and on this day; when it comes to the remaining show dates the age of a minor is counted analogically) , who comes to the Event by him or herself. Also a minor under 15 years of age (for the event taking place on January 23, 2020 - a person born after January 23, 2005; when it comes to the remaining show dates the age of a minor is counted analogically) may become Event Participant if accompanied by an adult on the sole responsibility of an adult who looks after the minor (after purchasing a ticket for both of them).

Children under 2 years of age (for the event taking place on January 23, 2020 - born after January 23, 2018; when it comes to the remaining show dates the age of a minor is counted analogically) can enter for free and sit in their carer's lap. Carers of the children under 2 years of age, carers of children entitled to a discount as well as the minors above 15 years of age are obliged to present documents proving the age of a child/a minor. Lack of the document equals to the necessity of purchasing a ticket for the child or in refusal of admission to the event without a carer.

II. Selling tickets:

6. Tickets are being sold only in authorized points of sale. Tickets can be sold only for price printed on the Ticket. The tickets are sold only in the authorized points of sale: on www.ebilet.pl and on www.alterartshow.pl.

7. It is forbidden to sell Tickets on auctions, biddings or carried out in any other manner indicating a commercial character of such resale. It is prohibited to any public offering Ticket transfer, including as prizes in contests, sweepstakes, in the sale of bonus or any other promotion, including free tickets.

8. The Promoter announces that in accordance with Article 133 of the Act of 20 May 1971 of Criminal Code: "Whoever buys for resale at a profit tickets to art events, entertainment or sports or who sells such tickets at a profit, shall be liable to arrest, restriction of liberty or a fine. Attempt and aiding and abetting are punishable."

9. Ticket for entry to the event must be original, acquired under the provisions of these Regulations. A ticket purchased in violation of the provisions may be declared invalid by the Promoter, without the right to reimbursement. Promoter warns that buying Tickets from other people carries the risk of buying counterfeit tickets, which results in the denial of access and participation in the Event.

The Promoter informs that the original bar code on each and every Ticket entitles to enter the Event Area one time only at the first time scanning. In case that the a person leaves the Event Area, another entrance is possible only after purchasing another Ticket. The Promoter warns that in case that a Ticket is made available (in any form) to the third party, such Ticket may be used by that party, which may result in the situation when the Ticket purchaser will be refused the exchange of a Ticket to Wristband and in effect the admission to the Event. In such case the Promoter is not responsible in relation to the Ticket purchaser.

10. Ticket entitles to entrance solely to the show indicated on the Ticket (date and time). Exchange of the ticket is impossible, and persons with inadequate tickets will not be allowed to enter the show.

11. If a disabled person wants to participate in the Event, together with the carer, each person is required to purchase Tickets.

12. Children under the age of 2 years old (for the event taking place on January 23, 2020 - born after January 23, 2018; when it comes to the remaining show dates the age of a minor is counted analogically), and analogically to the remaining dates of the shows) can enter the show for free. Children aged 2-12 (for the event taking place on January 23, 2020 - born between January 23, 2008 and January 23, 2018; when it comes to the remaining show dates the age of a minor is counted

analogically) can use 20% discount. It's necessary to have valid document proving child's age (in case of children in school age) and present it at the entrance in order to use a 20% discount (2-12 years of age) or free entrance (children under 2 years of age).

III. Entrance into the Event's Area and to sectors.

13. Entrance to the Event's Area is granted to persons holding tickets and identification card.

If the participant of the Event is a minor in the age up to 15 (for the event taking place on January 23, 2020 - born after January 23, 2005, when it comes to the remaining show dates the age of a minor is counted analogically), she/he may not participate in the Event unless supervised by an adult.

14. Notwithstanding the fulfilment of these conditions set out in point 13 above, the Promoter in accordance with the provisions of the Act can refuse the entry to the Event Area to:

(a) persons to whom the ruling was issued banning the mass event, or an obligation to refrain from staying in place to carry out mass events, issued by the court against the offender in connection with the conditional suspension of imprisonment or to a minor on the basis of Article. 6 paragraph 2 of the Act of 26 October 1982 on proceedings in juvenile cases, as well as those against which it was issued foreign or club prohibition within the shall meaning of the Act.

(b) persons, who refuse to subject to activities, that are mentioned in point 23 – a)-c) of this Regulations.

(c) a person under the visible influence of alcohol, narcotics, psychotropic substances or other similar substances,

(d) person bearing a weapon or other dangerous items, explosives, pyrotechnics, fire-risk materials, alcoholic beverages, narcotic drugs or psychotropic substances.

Judgment about objects and qualifying them as dangerous belongs to Security Service.

(e) person who is aggressive, provocative or in other way is causing danger for security or public order.

15. The Event's Promoter refuses the admission to the Event or participation in the Event to persons who:

(a) whose appearance makes it impossible to identify them

(b) who carries plastic or glass containers or cans with the volume over 0.5 l etc.

(c) do not have their identification document

Promoter has planned deposits, paid 20 PLN per item. Deposit will be obligatory for persons, who will carry items considered in Regulations as prohibited.

16. Entrance to the Sectors is for individuals having the appropriate Ticket.

IV. Organizational and order Regulations applicable in the Event Area.

17. Promoter provides security and order to those present at the Event, during its duration through:

- a) Security Service and Information Service holding an identification;
- b) Appointing the head of security affairs, that manages Security Service and Information Service as well as organizers of the work of these Services
- c) making medical, hygienic and sanitary supply base available
- d) changing the place of the Event for a different one if necessary.
- e) changing the date or time of the Event if necessary

18. Participants of the Event as well as all other persons who are on the Event's Area are required to follow the instructions of Security Service, Information Service and the head of Security Service, including compliance with the ban on entering the area inaccessible to the audience, fenced and secured by employees of Security and Information Services, ban on entering to the stage (an ice rink) and the space behind the curtain line. It is also forbidden to occupy seats in the auditorium that are not accessible to the audience, the scope of which is marked by the organizer with a white-red warning tape. The refusal to comply with these orders may result from the fact that they are in contradiction with the generally binding law. Minors under 15 years of age participate in the Event on sole responsibility of persons looking after them; minors over 15 years of age may participate in the Event on their own.

19. Event Participants and all other persons, who are in the area of the Event are obliged to behave in a manner that is not dangerous to other people at the Event and obey the provisions of the present Regulations. It is forbidden to destroy devices and equipment that are placed in the Event's Area. Participants are required to use the sanitary facilities only for their intended purpose.

20. It is forbidden to carry in and use any photographic equipment (including tripods and selfie sticks), as well as video cameras and video and audio recording equipment at the Event Area. During the performance, photos can be taken only with a mobile phone, with no flash, only for private use. It is forbidden to record videos (including streaming). **Flash use is strictly forbidden throughout the entire Event.**

21. No dogs nor other animals are allowed into Event Venue. No commercial or other profit-making activity, nor fundraising shall be conducted without authorisation of Promoter.

22. Within the scope of the Act and Regulations, Promoter is entitled to record the course of events, in particular, the behaviour of people with recording equipment audio and video. Materials gathered

during the course of fixation events, which may provide evidence to the initiation of criminal proceedings or proceedings in misdeal shall mean our cases or evidence relevant to such legal proceedings, the Promoter shall immediately transmit to the competent prosecutor, the District of the events or the Police. Gathered during the course of events materials that do not contain evidence to institute criminal proceedings or proceedings in misdeal shall mean our cases or evidence relevant to such legal proceedings are kept after the Event is finished for at least one month and then they are all collectively destroyed.

23. Security Service and Information Service shall have an ID on display. They are entitled under the provisions of the Act to:

a) check the authorization for participating in the Event; in case that a person does not have such authorization – order the person to leave the Event;

b) identify persons in order to determine their identity;

c) search luggage and clothing of persons in order to determine whether or not they enter with or have objects, that are mentioned in point 14 d), 15 b) or point 20 of this Regulations;

d) give orders for those who break the public order or do not behave according to the mass event Regulations, in case of not obeying those orders call them to leave Event.

e) the use of physical force in the form of incapacitating holds and similar techniques of defence in case of emergency goods entrusted to protect, not adhering to the command to leave the festival grounds or repel an attack on a member of Security Service or another person, under the terms of Article. 11 point 1 and 2 of the Act of 24 May 2013 on the direct coercive measures and firearms mentioned in Article 12, paragraph 1 point 1 letter a and b, point 2 letter a and point 12 letter a of this Act.

f) captivation, in order to immediately forward to the Police, persons posing a direct threat to human life or health, as well as protected property.

24. Security Service and Information Service are obliged to remove from the Event's Area persons, who break public order with their behaviour or they are behaving in a way that is against the Regulations.

25. Members of Security Service and Information Service depending on potential risk and needs may be equipped with:

- hand metal detectors

- other necessary and legally permissible means of personal protection

26. Checking if the Event Participant is authorized to be in the Event Area the member of Security Service does through:

- checking if the person has a valid Ticket

- comparison of the presented document with the example.

27. In case of finding in the baggage or clothing contents objects which are forbidden during the Event, the member of Security Service may not allow admission to the Event to the person who was found in possession of these items or removes them from the Event's Area.

28. In case of finding in the baggage or clothing contents: arms or other dangerous objects, alcohol drinks, explosives, fireworks, fire-risk materials or drugs and psychotropic, the member of Security Service captures the person who carries the forbidden materials in their baggage or clothing, he takes the materials away, prepares the protocol and passes this person to the Police together with the confiscated objects.

29. Promoter designates the area division of the Event:

a) Technical and social facilities

b) audience in the hall – standing

c) teams of the main entrance

d) points of fixed security by the security service

30. Promoter is responsible for fire safety by providing that:

a) staff, Security Service, Information Service and the Promoter must know the location of fire extinguishers and hydrants and Regulations of conduct in case of fire.

b) Security Service and Information Service must be trained in the principles of evacuation, on how to alert the fire brigade, Regulations for use of fire extinguishers, provide medical first aid.

31. During the Event the Promoter and the participants and other people who are in the Event's Area are required to comply with the provisions of the Act about upbringing in sobriety and counteracting alcoholism.

V. Rights and obligations of the Participants of the Event.

32. Promoter announces that due to the large number of participants and the necessary control and security measures applied at the entrance to the event Participants are required to arrive to the Event at least 15 minutes in advance. Promoter informs that due to security reasons, people who are late for the performance may not be admitted to enter the show, at least until the break begins.

33. The Promoter also records the course of the Event for the purposes of documentation and promotion or advertising of the Event and events in future years, the Promoter and sponsors.

34. In the Event Area it is forbidden to do any advertising, marketing or promotional activities that were not agreed upon with the Promoter. Persons who violate this prohibition will be removed from the Area of the Event. Promoter is not obliged to pay any compensation to the ticket holder who is not applying the prohibition.

VI. Claims

35. Any complaints can be submitted in writing no later than 14 days from the date of termination of the Event to the following mailing address of the Promoter:

ALTER ART FESTIVAL SP. Z O.O.

Ul. Kazimierzowska 14

02-589 Warszawa

36. The submitted complaint shall include the name and surname as well as the correspondence address of the person submitting the complaint, as well as it shall include the reasons of complaint and the content of demands.

37. Promoter recognizes the complaints submitted according to paragraph 35 and 36 above and replies within 21 days from the date of notification by registered mail to the Promoter. The complaints must have proof of shipment of the registered letter.

38. Exercising the procedure of submitting a complaint is voluntary and is not a condition of pursuing claims.

39. ALTER ART FESTIVAL SP.ZO.O. with its registered office at Kazimierzowska 14 Str. Is the administrator of personal data. Personal data are processed in order to investigate complaints. Providing personal data is voluntary, but also necessary to receive the reply for submitted complaint. The legal basis to processing personal data is its indispensability to fulfil the purposes resulting from the legally justified business activities conducted by the administrator, consisting in investigating the complaints. The administrator may process the personal data of the Participants as long as it is necessary for fulfilling the purposes, for which the data were collected as long as there is no technical, legal or any other important reason justifying the deletion, destruction or anonymization of these data.

40. If the data concern a particular person, this person has the right to demand an access to his or hers data from the administrator in order to correct, delete the data or to limit the processing of this data, as well as the right to file an objection against processing the data and the right to move the data as well as the right to file a complaint to a supervisory body.

VII. Criminal provisions resulting from the act.

41. Who does not execute the command order, issued under the Act or the Regulations published by the Promoter or the Security Service, can be punished by detention, restriction of liberty or a fine.

42. Whoever brings or possesses a weapon at the Event or other dangerous objects, explosives, fireworks or fire-risk materials is subjected to arrest or restriction of liberty.

VIII. Final provisions.

43. All rights to the name and logo of the Event are reserved to the Promoter. Official programs and gadgets for the Event will be sold exclusively in the Event's Area or in outlets authorized by the Promoter.

44. Only the Promoter gives the status of the Event Sponsor.

45. These Regulations are available:

- On the www.alterartshow.pl website
- in points of sale of tickets;
- at the information point in the Event's Area
- at the entrance to the Event's Area.

46. Mail to the Promoter shall be directed to the address indicated in point 35 in writing, by registered mail.

47. Security Service and Stewards may issue its own instructions and fire safety in accordance with applicable law.

48. In matters unsettled in the Regulations, the provisions of the Act are used.

49. Regulations come into force on July 29, 2020.

50. The promoter has the right to change these Regulations, in particular due to the need to ensure the proper course of the Event and the safety of the Participants.

Warsaw, July 29, 2020.