

Terms and Conditions for the Sale of Tickets  
to the Kortosfera Center for the Popularization of Science  
and Innovation  
of the University of Warmia and Mazury in Olsztyn

§1 General provisions

1. These Terms and Conditions for the Sale of Tickets (hereinafter referred to as the Terms) to the Kortosfera Center for the Popularization of Science and Innovation (hereinafter referred to as Kortosfera or the Center), situated at 11a Dybowskiiego St., 10-723 Olsztyn, and operated by the University of Warmia and Mazury in Olsztyn (with its registered seat at 2 Oczapowskiiego St., 10-719 Olsztyn; NIP 739-30-33-097), sets forth the terms and conditions for the sale, booking, return, and changes in the date of tickets purchased on the site and online.
2. The information about Kortosfera's opening days and hours, visitor guidelines, appendices, ticket prices, services, and the schedule of laboratory activities are available on Kortosfera's website at [www.kortosfera.uwm.edu.pl](http://www.kortosfera.uwm.edu.pl).
3. By buying an entrance ticket to Kortosfera, visitors accept these Terms, and upon entering Kortosfera, visitors accept the *Guidelines for Visitors* and the appendices applicable to different activities and attractions.

§2 General terms and conditions for the sale of  
tickets

1. Tickets can be purchased in Kortosfera's ticket office, in the ticket machine on the site, and online, excluding tickets for Lab Without Barriers and Laboratory of the Third Age activities which have to be booked online (§4 and §5 of these Terms), and ticket bookings for organized groups. All tickets are sold from the same batch, and if tickets are not available online, they are not available on the site either.
2. Purchase of tickets in the ticket office:
  - a) The ticket office is situated on level 0 of the Kortosfera building;
  - b) The ticket office closes 60 minutes before Kortosfera's closing time;
  - c) Tickets are sold for specific dates and hours, subject to availability;
  - d) The ticket office accepts cash (Polish zloty) and card payments;
  - e) VAT invoices are issued according to VAT regulations. Customers requesting a VAT invoice should ask the cashier for a VAT invoice before the transaction.

3. Purchase of tickets in the ticket machine:
  - a) The ticket machine accepts card payments only, and tickets cannot be purchased from the machine with cash;
  - b) The ticket machine does not issue VAT invoices. To receive a VAT invoice, tickets should be purchased in the ticket office or online.
4. Online tickets:
  - a) Tickets can be purchased online at [www.kortosfera.uwm.edu.pl](http://www.kortosfera.uwm.edu.pl) ("Buy ticket" tab);
  - b) Visitors have to choose the type of attraction, type of ticket, and the date and hour of the visit when buying tickets online;
  - c) To obtain a VAT invoice, visitors have to provide the following information before payment: VAT invoice for businesses – name of company, address, and NIP number; VAT invoice for individuals – full name and residential address;
  - d) The payment has to be made via the online payment system within 15 minutes after it has been confirmed. The transaction will be cancelled if the payment is not made online within 15 minutes or if it is made outside the online payment system;
  - e) The online payment system accepts cards, bank transfers, or other payment methods supported by the operator;
  - f) When the payment is accepted, tickets are forwarded to the e-mail address indicated in the online order. Tickets should be downloaded to a mobile device or printed;
  - g) Tickets purchased online can be picked up at the ticket office by stating the ticket number;
  - h) If the e-mail address has been entered incorrectly, tickets can be redirected to the correct e-mail address by contacting Kortosfera online at [kortosfera@uwm.edu.pl](mailto:kortosfera@uwm.edu.pl) or by phone (89) 524 57 70 and stating the transaction number.
5. Tickets are valid for the indicated times and zones (excluding tickets for special events). Visitors who do not leave Kortosfera by the indicated time have to pay an additional fee for extending the time limit according to the ticket price list. The time remaining until the end of the visit can be checked in a scanner on each level (levels 1, 2, 3, and 4; machines are labeled with QR code). If the additional fee exceeds the price of a reduced ticket, visitors can buy a reduced ticket which will cover admission costs for the remainder of their visit. One ticket is valid for one visit only, and it cannot be used to re-enter the ticket zone.
6. Tickets are sold for specific attractions, dates, and hours. The schedule of attractions is available online at [www.kortosfera.uwm.edu.pl](http://www.kortosfera.uwm.edu.pl).
7. Children younger than 2 years (including the day of the second birthday) are admitted to Kortosfera free of charge.
8. Tickets are sold subject to availability. All tickets are sold from the same batch, and if tickets are not available online, they are not available on the site either.
9. Types of tickets:
  - 9.1. EXHIBITION TICKET: valid for 180 minutes. An exhibition ticket can be used no sooner than 30 minutes before and no later than 30 minutes after the hour indicated on the ticket (during Kortosfera's opening hours).

- a) Single regular ticket;
  - b) Single reduced ticket – children older than 2 years, school students younger than 19 years, students and doctoral students younger than 26 years, old-age pensioners, disability pensioners, seniors older than 65 years, Large Family Card holders (each family member covered by the Large Family Card);
  - c) Ticket for a disabled visitor;
  - d) Ticket for a disabled visitor’s personal assistant;
  - e) Group ticket – for organized groups of minimum 16 visitors (including one guardian/guide) and maximum 60 visitors and 4 guardians;
  - f) Ticket for a group guardian – guardians/guides of organized groups (1 ticket for every guardian per one group of up to 15 visitors, maximum 4 guardians);
  - g) Fee for exceeding the time limit – PLN 0.20/minute.
- 9.2. GUIDED TOUR TICKET: valid for 180 minutes, including the first 60 minutes with a guide/educator. Guided tours take place on the indicated hour. Visitors who arrive late will not be admitted to the guided tour and will not be entitled to a refund, but they will be able to visit the exhibition outside the guided tour. The sale of guided tour tickets ends 5 minutes before the beginning of the guided tour.
- a) Single regular ticket;
  - b) Single reduced ticket – children older than 2 years, school students younger than 19 years, students and doctoral students younger than 26 years, old-age pensioners, disability pensioners, seniors older than 65 years, Large Family Card holders (each family member covered by the Large Family Card);
  - c) Ticket for a disabled visitor;
  - d) Ticket for a disabled visitor’s personal assistant;
  - e) Group ticket – for organized groups of minimum 16 visitors (including one guardian/guide) and maximum 32 visitors and 2 guardians;
  - f) Ticket for a group guardian – guardians/guides of organized groups (1 ticket for every guardian per one group of up to 15 visitors, maximum 2 guardians);
  - g) Fee for exceeding the time limit – PLN 0.20/minute.
- 9.3. LABORATORY TICKET: ticket for Laboratory activities. The schedule of Laboratory activities is available at [www.kortosfera.uwm.edu.pl](http://www.kortosfera.uwm.edu.pl). Laboratory activities begin on the indicated hour, and visitors must arrive at least 10 minutes before the indicated time. For safety reasons, visitors who arrive late will not be admitted to the laboratory and will not be entitled to a refund. The sale of Laboratory tickets ends 30 minutes before the beginning of Laboratory activities.
- a) Single regular ticket;
  - b) Single reduced ticket – children older than 2 years, school students younger than 19 years, undergraduates and doctoral students younger than 26 years, old-age pensioners, disability pensioners, seniors older than 65 years, Large Family Card holders (each family member covered by the Large Family Card);
  - c) Group ticket – for organized groups of minimum 16 visitors (including one guardian/guide) and maximum 30 visitors and 2 guardians;
  - d) Ticket for a group guardian – guardians/guides of organized groups (1 ticket for every guardian per one group of up to 15 visitors, maximum 2 guardians); the guardian does not participate in Laboratory activities (does not have access to a work station);
  - e) Fee for exceeding the time limit – PLN 0.20/minute.
- 9.4. TICKET TO THE HIGH ENERGY LABORATORY: the ticket entitles the holder to attend a presentation in the High Energy Laboratory. Only visitors who have purchased a ticket for another attraction (Laboratory activities or the exhibition or a guided tour) can participate in a presentation in the High Energy Laboratory.
10. Ticket prices are available online at [www.kortosfera.uwm.edu.pl](http://www.kortosfera.uwm.edu.pl) (“Ticket Prices” tab). The indicated prices are gross prices that include VAT according to the applicable regulations.

11. Tickets are sold for specific dates and hours, and the duration of the visit is limited. Visitors can buy tickets that are valid for less than 180 minutes before Kortosfera's closing time (up to 60 minutes before closing time), but these tickets are sold at regular prices, and they do not entitle visitors to extend the duration of their visit past the opening hours indicated online at [www.kortosfera.uwm.edu.pl](http://www.kortosfera.uwm.edu.pl) and on the main entrance door.
12. The ticket covers an additional time of 15 minutes to enable the visitors to reach the site of the attraction. The above does not apply to exhibition tickets.
13. The types and prices of tickets for single or special events with a limited duration may be set individually (outside the ticket price list) in an announcement posted online at [www.kortosfera.uwm.edu.pl](http://www.kortosfera.uwm.edu.pl) and in the online ticket sale system.
14. Every ticket has a unique QR code which can be verified in a QR reader by the entrance to the appropriate ticket zone and at the exit. To enter the exhibition, visitors have to scan their tickets at the entrance gates. Tickets to the remaining attractions are scanned with the use of mobile scanners.
15. All Kortosfera's personnel are authorized to scan the tickets and ask the visitors for documents confirming that they are entitled to a reduced ticket.
16. Visitors need a ticket to leave the ticket zone. Visitors who lose their ticket will be asked to indicate the number of the ticket which is printed under the QR code. Visitors who are unable to provide the number of the ticket will be charged an additional fee equivalent to the price of a reduced ticket for a given attraction.
17. The duration of the visit will be automatically extended if tickets are purchased for several overlapping attractions. Combined visiting time (exhibition and additional attractions) will be validated in the ticket office based on the tickets to the exhibition and additional attractions.
18. One ticket entitles one visitor to a single visit in the indicated ticket zone. Visitors who leave the ticket zone (by scanning the ticket at the exit gate) will not be readmitted to that zone.
19. Kortosfera's personnel are authorized to ask the visitors for document confirming that they are entitled to a reduced ticket. Visitors who are unable to present such a document will be asked to buy a regular ticket and will not be entitled to a refund of the difference between the price of a regular and a reduced ticket.

### § 3. Sale and return of single tickets

1. Single tickets are sold on the terms stipulated in §2 hereof.
2. Single tickets are non-refundable. The above does not apply if the holder of a single ticket is not admitted to Kortosfera for reasons that are attributable to Kortosfera or during a force majeure event that prevents Kortosfera from admitting visitors to the site.
3. Under the circumstances described in §3 point 2, visitors may claim a refund within 7 days after the date of the cancellation.
4. Ticket refund requests:
  - a) For tickets purchased online: the refund request must contain the number and date of the transaction, the number of returned tickets, and the numbers printed on each ticket. The refund request must be submitted by e-mail to [kortosfera@uwm.edu.pl](mailto:kortosfera@uwm.edu.pl). The request will be processed and, if approved, the ticket will be refunded within 14 days.
  - b) For tickets purchased in the ticket office: the buyer must present an original cash receipt and, if the payment was made with a debit card or credit card, a card receipt and the original tickets. The refund will be made in the ticket office.
5. Visitors who arrive past the hour indicated on the ticket may be admitted to the exhibition at a later hour, subject to availability. To arrange a later visit, visitors should contact Kortosfera by phone at (89) 524 57 70 at least 30 minutes before the hour indicated on the ticket. Visitors will not be entitled to a refund if the visit cannot be rescheduled to a different hour on a given date.
6. Visitors who arrive late to laboratory activities or other attractions that are not a part of the regular exhibition will not be able to reschedule visiting hours and will not be entitled to a refund.
7. The date of the visit indicated on a single ticket may be changed, but not later than 3 days before the indicated date, subject to availability. Visitors may change the date by calling Kortosfera at (89) 524 57 70, and they will be asked to confirm the change request by e-mail to the address provided by the consultant.

### §4 Sale of tickets to the Lab Without Barriers

1. The Lab Without Barriers can accommodate up to 15 disabled visitors with personal assistants (maximum of 30 persons) during a single visit.
2. Visitors have to buy a single regular or a single reduced LABORATORY TICKET. Reduced tickets are available for children older than 2 years, school students younger than 19 years, students and doctoral students younger than 26 years, old-age pensioners, disability pensioners, seniors older than 65 years, and Large Family Card holders (each family member covered by the Large Family Card).
3. A single ticket covers the admission fee for 1 personal assistant.
4. The tickets to the Lab Without Barriers have to be booked in advance by e-mail to [dorota.mataczynska@umw.edu.pl](mailto:dorota.mataczynska@umw.edu.pl).
5. The e-mail booking must include the following information:
  - a) Full name of the person making the booking;
  - b) Number of participants;
  - c) Number of assistants;

- d) Information about the degree of disability and the number of visitors on wheelchairs.
6. Tickets are booked subject to availability.
  7. The number of the booking will be forwarded by return e-mail, and it must be used to purchase tickets.
  8. Tickets are purchased in the ticket office, not later than 15 minutes before the beginning of the activities.
  9. Tickets will not be sold to a buyer who does not have the booking number.
  10. The number of participants indicated in the booking request can be changed not later than calendar 7 days before the date of the visit. If the number of participants is reduced within less than 7 days before the date of the visit, the person making the booking will purchase tickets for all participants indicated in the booking request.
  11. If tickets are booked less than 7 days before the date of the visit, the person making the booking will pay for the number of tickets indicated in the booking request.
  12. A booking can be cancelled not later than 14 days before the date of the visit. If a booking is cancelled within less than 14 days before the date of the visit and the visitors do not arrive on the site, the buyer will pay the amount corresponding to the number of tickets indicated in the booking by transfer to the following bank account: 23 1240 6292 1111 0011 2856 8025 (also provided in the booking confirmation). The number of the booking will be indicated in the payment title. The payment will be made within 7 days after the date of the visit.
  13. By making an e-mail booking, the buyer accepts these Terms.

#### §5 Sale and booking of group tickets

1. Group tickets are available for groups that purchase at least 15 tickets for visitors and 1 ticket for a guardian for each attraction.
2. The following number of group tickets can be purchased in a single transaction: exhibition – up to 60 tickets for visitors and 4 tickets for guardians; Laboratory activities – up to 30 tickets for visitors and 2 tickets for guardians; guided tours – up to 30 tickets for visitors and 2 tickets for guardians.
3. Group tickets can be purchased:
  - a) Online at [www.kortosfera.uwm.edu.pl](http://www.kortosfera.uwm.edu.pl) (“Buy ticket” tab);
  - b) In the ticket office, subject to availability;
  - c) By booking tickets by e-mail and buying tickets in the ticket office on the day of the visit.
4. E-mail bookings:
  - a) To book group tickets by e-mail, the following information has to be forwarded to [dorota.mataczynska@uwm.edu.pl](mailto:dorota.mataczynska@uwm.edu.pl):
    - number of visitors and guardians;
    - date of the visit;
    - type of attractions;
    - full name and telephone number of the person making the booking.
  - b) tickets are booked subject to availability as of the moment the e-mail message reaches the person making the booking;
  - c) e-mail bookings are made in the order they have been received;
  - d) a booking confirmation with the booking number will be sent by return e-mail.

5. The payment for booked tickets has to be made in the ticket office (cash or card) not later than 15 minutes before the beginning of the attraction.
6. Customers requesting a VAT invoice should ask the cashier for a VAT invoice before the transaction.
7. By making an e-mail booking, the buyer accepts these Terms.
8. By making an e-mail booking, the buyer consents to the processing of their personal data. The personal data processing clause can be found in §9 hereinbelow.

#### §6 Cancellation and changes in group bookings

1. Group bookings can be cancelled or the date of group bookings can be changed free of charge not later than 30 days before the date of the visit.
2. If the booking is cancelled less than 30 days before the date of the visit, the buyer will pay the amount corresponding to the number of tickets (visitors) and the type of attraction indicated in the booking by transfer to the following bank account: 23 1240 6292 1111 0011 2856 8025. The number of the booking will be indicated in the payment title. The payment will be made within 7 days from receiving the payment notice.
3. The size of the group can be reduced not later than 7 days before the date of the visit. The size of the group cannot be reduced less than 7 days before the date of the visit, and the person making the booking will purchase tickets for all group members indicated in the booking request on the day of the visit. The size of the group can be increased subject to availability.
4. A booking made less than 30 days before the date of the visit cannot be cancelled. If the booking is cancelled less than 30 days before the date of the visit, the person making the booking will pay for all tickets indicated in the booking request.
5. The size of the group cannot be reduced less than 7 days before the date of the visit. The size of the group can be increased subject to availability.
6. The size of the group can be changed by forwarding the number of the booking, date of the visit, and the number of group members by e-mail to [dorota.mataczynska@uwm.edu.pl](mailto:dorota.mataczynska@uwm.edu.pl).

#### §7 Sale of vouchers

1. Vouchers can be purchased online at [www.kortosfera.edu.pl](http://www.kortosfera.edu.pl) ("Buy ticket" tab) on the terms and conditions applicable to ticket sales.
2. The following vouchers are available:
  - a) PLN 20 – equivalent to the price of a reduced ticket; the holder will be asked to present a document entitling her/him to a reduced ticket;
  - b) PLN 25 – equivalent to the price of a regular ticket.
3. A voucher entitles the holder to:
  - a) Visit the exhibition;
  - b) Participate in the activities organized by the Food Laboratory and the Biological-Chemical Laboratory, provided that the price of the ticket does not exceed the value of the voucher.
4. One voucher is valid for one attraction.
5. A voucher is valid for 2 months from the date of purchase.
6. To use a voucher, the holder has to book a visit in advance by calling (89) 524 57 70. Bookings are made subject to availability.

7. A voucher can be used without prior booking, but the holder will be admitted subject to availability.
8. Every voucher has a unique QR code which has to be scanned at the entrance gate or at the entrance to the attraction.
9. The holder can buy tickets for additional attractions, but the value of the voucher cannot be increased.
10. Vouchers are non-refundable. A voucher or the unused portion of a voucher cannot be exchanged for cash when the value of the voucher exceeds the value of the service paid for with the voucher.
11. Kortosfera has the right to deny admission to a voucher holder if:
  - a) The voucher has expired;
  - b) The voucher has been damaged to the extent that the encoded data (QR code and voucher number) cannot be read.
12. Kortosfera does not refund unused vouchers.

#### §8 Complaints

1. A visitor may file a complaint if a ticket to Kortosfera has been sold in violation of these Terms.
2. Complaints should be submitted by e-mail to [kortosfera@uwm.edu.pl](mailto:kortosfera@uwm.edu.pl), or in writing to Kortosfera's postal address (11a Dybowskiego St., 10-723 Olsztyn), or to the ticket office.
3. Complaints should be submitted within 7 days after the event that gave rise to the complaint. Complaints submitted past the above deadline will not be processed.
4. The complaint will be processed within 7 days, counting from the date of receipt. Kortosfera will contact the complainant via the same communication channel that was used to file the complaint.
5. Complaints arising from technical problems that are not attributable to Kortosfera (including telecom network failure, technical failure, electrical failure, failure of online payment system) will not be processed.

#### §9 Personal data processing

1. The visitors' personal data will be processed and administered by the University of Warmia and Mazury in Olsztyn with its registered seat at 2 Oczapowskiego St., 10-719 Olsztyn, phone (89) 524 52 10.
2. Visitors can contact the Data Protection Officer via an online contact form at [uwm.edu.pl/daneosobowe/](http://uwm.edu.pl/daneosobowe/), by e-mail at [bkw@uwm.edu.pl](mailto:bkw@uwm.edu.pl), by phone at (89) 523 36 78, or by post at 9 Prawocheńskiego St., room 109, 10-720 Olsztyn, to find out more about the protection of their personal data and their data protection rights.
3. The visitors' personal data will be processed for the following purposes:
  - a) online sale of tickets to the Kortosfera Center for the Popularization of Science and Innovation and issue of documents confirming ticket purchase. Personal data will be processed according to the provisions of Article 6, section 1, subsection a) of the Personal Data Protection Act of 27 April 2016;
  - b) booking group tickets to the Kortosfera Center for the Popularization of Science and Innovation by e-mail and issuing documents confirming ticket purchase. Personal data will be processed according to the provisions of Article 6, section 1, subsection a) of the Personal Data Protection Act of 27 April 2016;
  - c) newsletter subscription and e-mail marketing messages – if the relevant consent has been given by the client;
  - d) newsletter subscription and SMS marketing messages – if the relevant consent has been given by the client.
4. The following categories of personal data will be processed: first name, last name, phone number,



e-mail address.

5. The visitors' personal data will be forwarded to entities that have been authorized by the data administrator to provide personal data processing services, including data hosting, IT, administration, legal, and consulting services. The visitors' personal data may also be forwarded to public agencies and institutions that are authorized to access personal data pursuant to legal regulations.
6. The visitors' personal data will be stored for the period required to perform the services indicated in point 3 hereinabove and for the periods indicated in data archiving regulations.
7. The visitors have to right to: obtain access to their personal data, request that their personal data be corrected or erased, request that the processing of their personal data be restricted, request that their personal data be transferred, object to the processing of their personal data, file a complaint with a supervisory authority, and withdraw consent to the processing of their personal data. The visitors can exercise the above rights by contacting the Data Protection Officer of the University of Warmia and Mazury in Olsztyn. The relevant procedures are described in detail at [uwm.edu.pl/daneosobowe](http://uwm.edu.pl/daneosobowe).
8. Visitors have to provide their personal data in order to be admitted to the Kortosfera Center for the Popularization of Science and Innovation. Kortosfera may deny access to visitors who refuse to provide their personal data.

#### §9 Final provisions

1. Kortosfera reserves the right to amend these Terms. The amended Terms will be made available to the public on Kortosfera's website and in the ticket office.
2. Kortosfera reserves the right to temporarily suspend the sale of tickets. The relevant information will be communicated to the public on Kortosfera's website and in written announcements posted on the site upon minimum 7 days' notice.
3. These Terms shall come into force on 1 March 2024.