

TICKET SALES REGULATIONS
at the EXPERYMENT Science Centre in Gdynia

§ 1

General Provisions

1. The Ticket Sales Regulations at the EXPERYMENT Science Centre in Gdynia (hereinafter referred to as the Regulations) shall apply to the sale of admission tickets to the EXPERYMENT Science Centre in Gdynia (hereinafter referred to as the Centre) for exhibitions and educational classes, workshops, events and programs (hereinafter referred to as activities).
2. The Centre has its registered office in Gdynia, at al. Zwycięstwa 96/98. Its tax identification number (NIP) is 5862277972 and REGON is 221715245.
3. Current information on the opening days and hours of exhibitions, Activities Regulations and the up-to-date price list, together with information on payment operators, can be found on the following website: experyment.gdynia.pl.

§ 2

Ticket Types and Prices

1. Individual, family and group tickets are available for sale.
2. Individual tickets shall mean the one-time purchase of no more than 9 tickets.
3. Group tickets shall mean the one-time purchase of at least 10 tickets.
4. Family tickets shall mean the one-time purchase of tickets in the configuration indicated in the price list, corresponding to the number of persons using the family ticket.
5. Ticket prices and information on documents authorising to purchase tickets from certain categories can be found in the ticket price list and in the Regulations of selected activities, which are available on the following website: experyment.gdynia.pl.

§ 3

General Rules for Ticket Sales

1. Individual and family tickets for exhibitions and activities can be purchased at the ticket office.
2. Individual, family and group tickets for exhibitions and activities can be purchased online.
3. Tickets can be purchased online with or without registering an account.
4. If you register the account, please provide: the first name, the surname, an e-mail address, a telephone number (optionally), and a password. You can delete your account and personal details, at request sent to the following e-mail address: iod@experyment.gdynia.pl.
5. Group tickets for exhibitions and activities can be purchased by phone.
6. Upon the application submitted to the Centre, you can buy tickets under "Our EXPERYMENT" ("Nasz EXPERYMENT") program.
7. The purchase of tickets is possible subject to the availability of admissions to exhibitions, in accordance with the limit of visitors, set out under the safety regulations. The Centre reserves the right to suspend ticket sales due to inspecting the number of visitors allowed.
8. The purchase of tickets for exhibitions and activities means acknowledging and accepting the contents of: the Ticket Sales Regulations at the EXPERYMENT Science Centre in Gdynia, the EXPERYMENT Science Centre in Gdynia Visitor Regulations and familiarization with the Privacy Policy, and possibly, with the Regulations of a selected activity (if applicable).
9. The Centre provides for the possibility of pre-selling tickets for selected activities. Pre-order information is available on the following website: experyment.gdynia.pl.
10. The Centre reserves the right to verify the documents authorising to purchase tickets from a particular category, as well as to verify the age of visitors when it is the basis for obtaining special rights or a criterion for enjoying a particular element of the Centre's offer.

§ 4

Ticket Sales at the Ticket Office

1. Ticket offices sell tickets only for the current day, unless pre-sale of tickets for the activities referred to in § 3 (9) is performed.

2. Ticket offices accept payment in the Polish currency and accept payment cards.
3. Ticket offices shall be closed one hour before the exhibitions close.
4. Tickets purchased at the ticket office entitle to enter exhibitions within one hour from the moment of purchasing them.

§ 5

Sales of Individual Tickets online

1. When purchasing a ticket online, you must select the date and time of the visit to the Centre, as well as the type and number of tickets from the price categories available. In the Order Form enter the first name and the surname of the person placing an order, as well as an e-mail address.
2. In the case of the admission of a child up to 2 years old to exhibitions, a free ticket should be generated in the online sales system.
3. Tickets can be purchased up to 30 days in advance, but not on the day of the planned visit to the Centre.
4. Payment for the order must be made through the electronic payment system available within one hour from the moment of placing the order.
5. Where the bank from which the transaction is made is not operated by the electronic payment system the payment should be made by a traditional transfer.
6. In the absence of payment within the time limit referred to in paragraph 4, the order is canceled automatically.
7. After payment has been made, a sales document and an admission ticket will be sent to the e-mail address provided in the Order Form. The Order shall receive the paid order status.
8. The ticket purchased online should be presented at the ticket office of the Centre in the form of a QR code on a mobile device or in a printed version. It can be also collected at the ticket office upon providing the order number.
9. A ticket purchased online entitles to access the exhibitions area on the date specified on the ticket.

§ 6

Sales of Group Tickets online

1. It is possible to buy group tickets online in the amount of up to 60 tickets. The Centre reserves the right to change the limit of persons allowed.
2. In the case of a group larger than that referred to in paragraph 1, the purchase of tickets can be made by telephone, and in the case of ordering group tickets exceeding 400 tickets, the conclusion of a separate agreement is required.
3. When purchasing tickets online, you must select the day and time of the visit to the Centre, the type and number of tickets from the respective price categories. In the Order Form enter: the first name and the surname of the person placing an order, an e-mail address, and a telephone number (optionally).
4. Adults accompanying the group, entitled to a free ticket, are required to generate a free ticket in the online sales system.
5. Group tickets can be purchased 120 days in advance. Tickets sales start dates are available on our website: experyment.gdynia.pl.
6. Payment for the order should be made through the available electronic payment system within 14 days from the moment of placing the order.
7. In justified cases, the Centre may agree to a deferred payment period.
8. Where the bank, from which the transaction is made, is not operated by the electronic payment system, the payment must be made by a traditional transfer.
9. In the absence of payment within the time limit referred to in paragraph 6, the order is canceled automatically.
10. After payment has been made, the tickets sales document and admission tickets will be sent to the e-mail address provided in the Order Form. The order shall receive the paid order status.
11. Organized groups, that have bought tickets online, can buy additional tickets at the ticket office on the day of the visit (at the same price), subject to availability.
12. Group tickets holders are eligible for access to the exhibitions area within one hour of the time declared in the order.

§ 7

Ticket Sales by phone

1. The purchase of tickets means the acceptance of an order by an employee of the Centre who enters it into the online sales system and sends the details for the order payment to the e-mail address provided.
2. For telephone sales, the rules on the sale of group tickets referred to in § 6, and in the case of tickets for activities, the Regulations for selected activities, which are available on the website experyment.gdynia.pl shall be applicable.

§ 8

"Our EXPERYMENT" ("Nasz EXPERYMENT") Ticket Sales

1. Admission tickets for exhibitions, under the "Our EXPERYMENT" ("Nasz EXPERYMENT") programme can be purchased by such organizations as: child care homes, special schools, special purpose schools and educational centres, as well as educational care institutions located in the Pomeranian Voivodship.
2. Any organisation may benefit from the programme once within 12 months.
3. The group, together with the guardians, can include up to 30 persons.
4. Tickets can be purchased upon a successful application, which must be submitted no earlier than 21 days and no later than 7 days before the planned date of visiting exhibitions, to the postal address or to the following e-mail address: biuro@experyment.gdynia.pl.
5. The application should include: the name of the applicant organisation, the name of the organisation for which the application is submitted (if different from the applicant), an e-mail address, a telephone number (optionally), the date of the planned visit, the number of persons, the payment method selected, invoice details, the signature of a person authorized to represent the applicant organization and the following clause: "I declare that I have acknowledged the Ticket Sales Regulations, the Visitor Regulations, the Privacy Policy of the EXPERYMENT Science Centre in Gdynia and accept their contents".
6. The possibility of purchasing tickets depends on the availability of exhibitions admissions on a particular date.

7. Visiting exhibitions, under the programme, can be started from 13:30, from Tuesday to Friday, from September to March, excluding school holidays.
8. Payment for the order must be made on the basis of an invoice: at the ticket office on the day of the visit to the Centre or by the transfer.
9. In special cases, the Centre may agree to purchasing "Our EXPERYMENT" ("Nasz EXPERYMENT") tickets under different rules than those described above.

§ 9

Invoicing

1. In order to receive an invoice, the following correct and necessary details required for issuing the invoice must be provided: the first name and the surname or the business name of the taxpayer and the buyer of goods and services, an address (a house number, an apartment number, a postal code, city/town), and the Tax identification Number (in the case of foreign contractors, their respective descriptions).
2. In order to receive an invoice for tickets purchased at the ticket office, a Tax Identification Number (NIP) should be provided before making the purchase. The invoice shall be issued on the basis of the original of the fiscal receipt with the buyer's Tax Identification Number (NIP).
3. In order to receive an invoice for tickets purchased online, please send an e-mail to the following e-mail address: faktury@experyment.gdynia.pl requesting for issuing the invoice. Provide the particulars referred to in paragraph 1 required for the invoice to be issued and attach a non-fiscal receipt. The invoice issued will be sent via e-mail.
4. The buyer can generate an invoice in the online sales system on her/his own when placing an order, by providing the correct and necessary details, referred to in paragraph 1, required for issuing the invoice.

§ 10

Change of Date of the Visit

1. Individual and family tickets must be used within the time limit provided in the ticket.
2. The dates of using group tickets for exhibitions or tickets for selected activities may be changed no later than 14 days before the planned visit to the Centre.
3. When the date of the visit is changed, the number of participants cannot be changed.
4. In order to reschedule the visit, please send the Visit Re-scheduling Form completed, together with the receipt, to the following e-mail address: bilety@experyment.gdynia.pl. In that Form, the order number, the first name and the surname of the applicant, and an e-mail address should be provided.
5. The Visit Re-scheduling Form is annexed to these Regulations as Appendix 1 and is available on the following website: experyment.gdynia.pl.

§ 11

Return of Tickets

1. Individual tickets and family tickets are non-refundable.
2. Group tickets may be returned (partially or fully), no later than 14 days before the planned visit to the Centre.
3. In order to return tickets, please send the Ticket Return Form completed to the following e-mail address: bilety@experyment.gdynia.pl. The Form must include the order number, the applicant's first name and surname, the bank account number, the amount of refund requested and the reason for the refund.
4. When returning tickets purchased at the ticket office, the original of the fiscal receipt must be attached to the Return Form.
5. The Ticket Return Form is annexed as Appendix 2 to these Regulations and is available at experyment.gdynia.pl.
6. The return of group tickets cannot change the status of tickets from group to individual tickets.

7. The rules for the return of group tickets, exceeding 400 tickets, are subject to a separate agreement, referred to in § 6 (2).

§ 12

Final Provisions

1. To the extent not governed by these Regulations, the provisions of the EXPERYMENT Science Centre in Gdynia Visitor Regulations and the provisions of the Regulations of a selected activity (if applicable) shall apply respectively.