

RULES AND REGULATIONS OF THE MULTITEATR PROGRAM

determine the terms and conditions for the provision of services under the MultiTeatr Program and the rights and obligations of the Users

§ 1 Definitions

Terms used in these Rules and Regulations shall have the meanings given below, unless the content of the Rules and Regulations clearly indicates a different meaning:

MultiBenefit – MultiBenefit Spółka z ograniczoną odpowiedzialnością Sp. k. with its registered seat in Warsaw, Plac Europejski 2, 00-844 Warsaw, Poland, the owner of the MultiTeatr Program and the www.multiteatr.pl website, which is the issuer of MultiTeatr Vouchers.

MultiTeatr Program (MultiTeatr, Program) – a program under which MultiBenefit offers the Employees of the Clients (the **Users**) admission to Performances based on the MultiTeatr GOLD Voucher and MultiTeatr SILVER Voucher, after exchanging the Voucher for a Ticket. The current offer of Performances available within the framework of the MultiTeatr Program is published at www.multiteatr.pl.

MultiTeatr Voucher (Voucher) – Voucher to the bearer issued by MultiBenefit, being an identification instrument which entitles a User to enter a selected Performance, after the User exchanges it for a Ticket at the box office of a Partner/Theatre included in the Program or via the www.multiteatr.pl website. MultiTeatr Voucher can be exchanged for a Ticket only to a Performance available within the framework of the MultiTeatr Program, according to the up-to-date/current availability of seats.

MultiTeatr Ticket (MultiTeatr Ticket, Ticket) – an identification instrument which entitles one (1) person to enter a selected Performance on a clearly specified date and time and take a seat in the audience assigned to it, obtained by the User as a result of using the MultiTeatr Voucher. The User, as a result of using the MultiTeatr Voucher at the box office of a selected Partner/Theatre, receives a ticket in paper form, and in the case of using the MultiTeatr Voucher via the www.multiteatr.pl website, receives a ticket in a PDF file as an attachment to a message sent to the e-mail address specified by the User. In order to receive a Ticket to the e-mail address the User must be able to open documents in this format (including having the right software on an electronic device).

User – a natural person holding a **MultiTeatr Voucher** who is entitled to use it.

Client – a business entity (natural person pursuing business activity, legal person or an organisational unit having no legal personality, which may acquire rights and incur liabilities on its own behalf), which/who made a purchase of **MultiTeatr Vouchers**.

Partner (Theatre) – an entity accepting MultiTeatr Vouchers and offering its services within the framework of the MultiTeatr Program, the use of which by the User is possible after using the MultiTeatr Voucher at the box office of a Partner or via www.multiteatr.pl

Establishment – the place of supply of services by the Partner, in which the Performance in a given date and time shall take place.

Performance – staging of a play in a theatre, a concert, or other cultural event organised by a Partner within a given Establishment at a given date and time. Within the framework of the MultiTeatr Program User are provided with

Tickets for most of the Performances of a given Partner, except, in particular, for theatre premieres, jubilee and guest events and concerts, and free of charge events.

MultiTeatr Voucher Expiry Date (Expiry Date) – a date by which (including the day of expiry) a MultiTeatr Voucher is valid and by which it can be used at box offices of Partners or via the www.multiteatr.pl website.

Rules and Regulations – these Rules and Regulations of the MultiTeatr Program, setting out the terms and conditions for the provision of services under the MultiTeatr Program and the rights and obligations of the Users, including in particular the rules for using MultiTeatr Vouchers and rules for using the www.multiteatr.pl website. The up-to-date Rules and Regulations are published at www.multiteatr.pl.

Chapter 1

MultiTeatr Voucher

§ 2 General Principles

1. These Rules and Regulations shall apply to the process of acceptance of MultiTeatr Vouchers by Partners in their box offices and to the exchange Vouchers for Tickets via the www.multiteatr.pl website.
2. MultiTeatr Vouchers are bearer vouchers and have an Expiry Date.
3. MultiTeatr Vouchers expire after the Expiry Date.
4. MultiTeatr Vouchers may not be exchanged for money (cash), in whole or in part, and may not be returned to MultiBenefit.
5. A purchaser of MultiTeatr Vouchers is not entitled to their further resale or other use, e.g. within the framework of the pursued business activity.
6. Users using MultiTeatr Vouchers agree to the terms and conditions hereof.
7. Before using a MultiTeatr Voucher the User is obliged to become acquainted with the Rules and Regulations of the MultiTeatr Program placed by MultiBenefit at www.multiteatr.pl and the Terms of Use of the Establishment (the Rules and Regulations) placed by a Partner on its website.

§ 3 Terms of Use of MultiTeatr Vouchers

1. A MultiTeatr Voucher can be used only once, and after using it will automatically expire.
2. MultiTeatr Voucher allows you to exchange it for one (1) Ticket to the selected Performance at the box office of a Partner or via the www.multiteatr.pl website according to the current availability of seats. In the event of using the MultiTeatr Voucher via the www.multiteatr.pl website the User shall receive the Ticket electronically in PDF format to print it himself/herself, which has a barcode or QR Code, assigned to a specific spot, to a clearly specified Performance, on a particular date and time.
3. MultiTeatr Voucher shall cover 100% of the price of the Ticket for a Performance (there is no option to make an additional payment).

4. After using a MultiTeatr Voucher, there is no possibility to cancel an exchange of the Voucher for a Ticket that has been already made nor to replace the Ticket to another Performance.
5. MultiTeatr Voucher does not guarantee the availability of seats for a given Performance. In the case of an exchange at the box office of a Partner, we recommend early booking (by telephone, e-mail, or in person), and in the case of using it through the www.multiteatr.pl website the exchange is made online according to the availability of seats in the partner Theatres/Establishments.
6. The User shall be authorised to use the MultiTeatr Voucher via the www.multiteatr.pl website on all days of the week and at the box office of a Partner in its opening hours.
7. The list of MultiTeatr Program Partners is available at www.multiteatr.pl. MultiBenefit reserves the right to change and/or update the list of Partners, and the Users shall not be entitled to any claims in this respect.

§ 4 Responsibility

1. MultiBenefit shall not assume any responsibility for the course of the Performance – full accountability in this respect shall only be on the part of the Partner. MultiBenefit shall not assume any responsibility for the content of communications, including advertising, of a given Performance and its compliance with its actual course.
2. MultiBenefit shall not be responsible for changes in the repertoire presented by the Partner.
3. The User and/or Client should notify MultiBenefit of any irregularities in the functioning of the MultiTeatr Vouchers.
4. MultiBenefit shall be responsible for the correctness of the provided MultiTeatr Vouchers and shall only be authorised to handle complaints arising out of their functioning.
5. The User shall not be entitled to any claims towards MultiBenefit due to a loss (including also theft), damage, or obtaining access to MultiTeatr Vouchers by third parties without the fault of MultiBenefit.

§ 5 Complaints

1. MultiTeatr Vouchers acquired and then used to obtain a Ticket in the manner specified in the Rules and Regulations shall not entitle to a refund or to exchange for another Ticket.
2. In the event a Performance is cancelled, the program, time, place of the Performance is changed, of which MultiBenefit has been previously notified by the Partner, MultiBenefit shall inform the User by sending an e-mail.
3. In the case of a cancellation of the Performance by the Partner (Organiser), MultiBenefit shall provide the User with a new, valid MultiTeatr Voucher.
4. Complaints may be submitted by e-mail to: info@multiteatr.pl.
5. Any complaints related to improper operation of the implementation of the MultiTeatr Voucher and its use in exchange for a Ticket shall be considered by MultiBenefit within five (5) working days from the submission of a written complaint by the User.

Chapter 2

§ 6 Final Provisions

1. In any matters not governed in these Rules and Regulations the relevant provisions of the Polish Civil Code shall apply.
2. In the event of disputes between the parties the competent court to examine them shall be the common court of law competent under the applicable regulations.
3. MultiBenefit reserves the right to amend the Rules and Regulations. Any amendments shall be effective from the date of their introduction by MultiBenefit, after the release of the amended Rules and Regulations on the www.multiteatr.pl website.