

POLICIES

“OLEG DANOVSKI” NATIONAL OPERA AND BALLET THEATRE

In order to have the most enjoyable experience at the “Oleg Danovski” National Opera and Ballet Theater, the institution’s management urges to pay attention to the following information. Compliance with the rules is mandatory for all people present at shows. In case of non-compliance, the institution's representatives reserve the right to refuse access to the building or exclusion from the event. In this case, the tickets are not refunded.

1. Access to the institution's performances is granted

- based on the tickets for sale at the Theater Agency (located inside the institution, entrance from the park)
- based on the tickets sold online at www.tnobconstantina.ro/bilete via the myticket.ro/ entertix.ro platform
- based on the tickets for sale on the Entertix.ro partner network: Carrefour and Cărturești
- based on invitations issued by the institution
- based on available seats
- 30 minutes before the start of the show and up to the time specified on the ticket / invitation

In the case of students, pensioners, disabled persons and persons holding a card issued by the Ministry of Culture and National Identity, supporting documents must be shown upon entering the auditorium.

Complete information regarding tickets can be accessed at www.tnobconstantina.ro/bilete or viewed in the annex to this regulation.

2. By purchasing the ticket / receiving the invitation, the patron agrees to be photographed / filmed during the event and allows the institution to use the photo / video / audio materials to promote the image of the institution.

3. The use of mobile phones, camera devices, video or audio recording devices is not permitted during artistic representations (to avoid copyright infringement and to not disturb the other participants). Representatives of the institution are entitled to ask the persons concerned to delete the recorded materials.

4. For the convenience of all viewers, access to children under 3 years of age is not permitted to the following events: opera, operetta, ballet, musical entertainment, concerts, recitals in the foyer. Kids aged 2 and above are allowed to access the shows dedicated to children.

5. Smoking or the use of medicinal or electronic cigarettes inside the institution is not permitted.

6. Consumption of carbonated beverages, alcohol or food is not allowed in the auditorium. Access is also not allowed to persons under the influence of alcoholic beverages or prohibited substances.

7. Access with animals, alcoholic beverages, laser flashlights, contusive or sharp objects, toxic substances, psychotropic substances is not allowed. Patrons can be checked at the entrance by institution representatives to ensure compliance.

8. Vandalism, throwing of objects, performing actions that jeopardize performing shows, aggression, vulgar and abusive language are not allowed.

9. Commercial or promotional activities are permitted only with the written consent of the institution.

10. Patrons must respect the rules of good behavior, security and fire safety and to respect the legal orders of the institution’s representatives and law enforcement officials and to maintain public order.

11. All programming and casting is subject to change.

12. Official online communication platforms: Institution's website (tnobconstantina.ro), Official Facebook page (facebook.com/TNOBConstantina), official [instagram.com](https://instagram.com/tnobconstantina) website (instagram.com/tnobconstantina), Official Youtube Channel (www.youtube.com/channel/UCMQFZLSZMfYOm1UdQy43BSw).

ANNEX – TICKET INFORMATION

Starting January 1, 2019, tickets can be purchased from the theater agency and online at www.tnobconstantia.ro/bilete - via the entertix.ro/myticket.ro platform (except for foyer events and children's shows which can only be purchased from the agency). Tickets are also available in the Entertix.ro partner network: Carrefour and Cărturești. When purchasing online or through partner stores, the Entertix.ro ticketing agency applies a fee which is added to the ticket value.

PAYMENT METHODS

- Online by credit card
- Cash (at the ticket agency)

MONTHLY PACKAGES

During some months, the institution gives patrons the opportunity to purchase promotional packages. These are available for sale only at the theater agency and are limited in number.

TICKET AGENCY – CONTACT INFORMATION

- **Reservations** can be made only during working hours at 0241.481.460. **Reservations are valid for 24 hours. No reservations will be made 48 hours prior to the event (for that particular event).**
- The Agency is located in the "Oleg Danovski" National Opera and Ballet Theater (97 Mircea cel Bătrân Street, 900592, Constanța, Romania) entrance from the park

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- based on the tickets for sale on the Entertix.ro partner network: Carrefour and Cărturești
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TICKET PRICES (available from the February 2020 events)

Events organized in the theater foyer (recitals etc.):

- 10 lei / ticket
- Children and students, based on the student card, have free access.

Shows organized in the theater hall:

- 10 lei for children and students, based on the student card;
- 15 lei for pensioners, based on the pension slip;
- 20 lei, 25 lei, 30 lei, 40 lei, 50 lei according to the auditorium seating diagram.
- Access is granted by having a ticket along with the pension slip or student card.

Other mentions:

- Disabled children, as well as the accompanying adult, are granted free access;
- Adults with severe disability, as well as the accompanying person, are granted free access;
- Adults with medium or low disability, are entitled to buy tickets under the same conditions as for students;
- Access in the auditorium is granted only based on the certificate showing the degree of disability;
- Persons with a card issued by the Ministry of Culture and National Identity have free access (limited to the available seats at the start of the shows). Access in the auditorium is granted only based on the card.

CONTACT INFORMATION NATIONAL AUTHORITY FOR CONSUMER PROTECTION

County Commissariat for Consumer Protection Constanta

Address: Constanta, Poporului Street, no. 121 bis, postal code 900205

Telephone: 0241/550.550

Fax: 0241/631.528

Email: reclamatii.constantia@anpc.ro