

OPOLLOUNDERFESTIVAL

EVENT REGULATIONS

for the event named: "OpoLouder Festival"

Żyrowa, Park at the Palace, 12.06.2027

I. GENERAL PROVISIONS:

1. These regulations (hereinafter: "Regulations") have been issued based on the provisions of:
 - Act of March 20, 2009 on mass event safety (Journal of Laws 2023, item 616),
 - Act of August 22, 1997 on protection of persons and property (Journal of Laws 2021, item 1995),
 - Civil Code.
2. The Regulations have been issued by the organizer of the event named "**OpoLouder Festival**", which will take place on **June 12, 2027** in the locality of **Żyrowa (Park at the Palace, ul. Korfantego 5)** (hereinafter: "Event"), i.e., by: **OpoVision Sp. z o.o.**, with its registered office at ul. Jana Kwoczka 116A, 45-771 Opole, entered in the register of entrepreneurs maintained by the District Court in Opole, KRS: 0001171085, NIP: 7543378491, REGON: 541639039 (hereinafter: "Organizer").
3. The Regulations apply to all persons present on the Festival Grounds during the Event. Every person on these grounds is obliged to comply with them.
4. The purpose of the Regulations is to ensure the safety of participants and property and the proper course of the Event by defining the rules of participation, behavior and use of the festival space.
5. The Regulations also aim to protect the environment and ensure appropriate accessibility conditions for people with special needs.
6. For the purposes of the Regulations, the following definitions are adopted:
 - **Ticket** - individual consent to participate in the Event, subject to exchange for an Identifier (wristband).
 - **Identifier** - festival wristband enabling entry to the Festival Grounds. The wristband must be worn on the wrist. Damage or tearing renders it invalid.
 - **Festival Grounds** - fenced and designated area of the Park at the Palace in Żyrowa, accessible only to persons with an Identifier.
 - **Zones** - separate areas of the Festival Grounds: gastronomic zone (including alcohol sales zone), main stage, organizational backstage.
 - **Event Participant** - person with a valid Identifier, present on the Festival Grounds.

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- **Minors** - may participate in the Event only under the care of an adult (parent or legal guardian) or another adult with their written consent.
- **Security/Information Services** - persons designated by the Organizer to ensure safety and inform Participants about organization and participation rules.
- **Security Staff** - persons employed by a licensed security company cooperating with the Organizer.
- **Safety Manager** - person responsible for managing Event safety.

II. TICKET SALES:

1. Tickets can only be purchased through the authorized sales platform Eventim (www.eventim.pl). The Organizer is not responsible for tickets purchased from unauthorized sources.
2. A ticket is a document entitling entry to the Event and must be exchanged for an Identifier upon first entry to the festival grounds.
3. Purchased tickets are non-refundable, except in cases specified in further points of the regulations regarding cancellation or change of Event date.
4. Commercial resale of tickets is prohibited, as well as offering them as prizes, lottery prizes or promotional elements without the organizer's consent.
5. The Organizer is not responsible for damaged, copied or used tickets by third parties. Only the first scan of the QR/bar code enables exchange for an Identifier.
6. Persons with disabilities and their caregivers are required to have valid tickets. Lack of special infrastructure should be reported to the organizer at least 7 days before the Event.
7. Children born after 01.01.2020 may participate in the Event without a ticket, under adult supervision. The Organizer reserves the right to verify the child's age. In case of lack of documentation, the adult is obliged to purchase a ticket for the child.

III. ENTRY TO FESTIVAL GROUNDS AND ZONES:

1. Entry to the Event grounds is only available to persons with a valid Ticket and Identifier.
2. The Organizer, Security Services and Security Staff are authorized to demand that Participants show their entry ticket or document confirming ticket purchase (e.g., in electronic form) to verify its compliance with the possessed Identifier. Refusal to show the ticket or attempt to use an unauthorized identifier may result in removal from the Event grounds.
3. The Festival Grounds will be accessible to Participants from 15:30 - 3:00 on 12.06.2027/13.06.2027. The Organizer reserves the right to change opening and closing hours for important organizational or safety reasons.
4. Identifiers for both zones will differ in color or marking, enabling security services to verify entitlements to stay in individual zones. Attempting to enter a zone not

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assigned to a given Identifier constitutes a violation of the Regulations and may result in removal from the Festival Grounds.

5. Animals are not allowed on the Festival Grounds, except for assistance dogs for persons with disabilities, after prior notification to the Organizer.
6. The Organizer may refuse entry to persons:
 - a. under the influence of alcohol or psychoactive substances,
 - b. aggressive, provocative or behaving in a manner threatening order,
 - c. possessing prohibited items (weapons, pyrotechnics, alcohol from outside the gastronomic zone, etc.),
 - d. not possessing identity documents when verification is necessary.
7. Minors (under 18 years of age) may participate in the Event only under the care of a parent, legal guardian or another adult possessing written consent from the parent or legal guardian, shown at the festival entrance.
8. A guardian of a minor can only be an adult with full legal capacity.
9. Bringing food and drinks to the Festival Grounds is prohibited. The Organizer may allow exceptions in justified cases, e.g., for medical reasons.
10. Alcohol may only be consumed in the designated gastronomic zone. Entry to it is only available to adults based on identity documents.

IV. ORGANIZATIONAL AND ORDER RULES APPLICABLE AT THE EVENT

1. The Organizer ensures participant safety through: a) presence of Security, Information Services and licensed Security, b) designation of a Safety Manager, c) access to medical assistance and sanitary facilities, d) possibility of changing Event location or date for important reasons, e) adaptation of safety rules to potential epidemiological guidelines.
2. Event Participants are obliged to: a) comply with instructions from the Organizer, Security and Information Services, b) not undertake actions disrupting public order, c) observe the Regulations, rules of social coexistence and applicable law.
3. Prohibited activities include:
 - a. bringing alcohol from outside the Gastronomic Zone,
 - b. possessing dangerous items,
 - c. relieving oneself outside toilets,
 - d. throwing objects, lighting fires, using lasers, drones, skateboards, etc.,
 - e. smoking tobacco outside designated zones,
 - f. bringing professional photo/audio-video equipment.
4. Commercial, promotional and advertising activities are prohibited on Event grounds without written consent from the Organizer.
5. The Organizer is not responsible for items left unattended on Festival Grounds. Found items should be handed to the Information Point. After the event, unclaimed items will be stored for 14 days.

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6. Evacuation of Event participants may be ordered by the Organizer, Safety Manager or services responsible for safety in case of situations threatening participants' life or health, particularly:
 - a. fire or smoke,
 - b. building or technical threat to festival infrastructure (e.g., stage, sound system),
 - c. dangerous weather conditions (e.g., storm with strong wind, heavy precipitation, lightning strikes),
 - d. information about explosive device placement or other terrorist threat,
 - e. aggressive participant behavior that could lead to collective danger,
 - f. decisions by public administration or security services (Police, Fire Department, etc.),
 - g. any other situation deemed by the Organizer or Safety Manager as creating real health or life threat.
7. Participants are obliged to immediately comply with instructions from security and information services and voice communications broadcast on Festival grounds. The Organizer will provide visible evacuation route markings and presence of appropriately trained personnel supporting safe venue evacuation.
8. In case of Event interruption for reasons beyond the Organizer's control, particularly for safety reasons (e.g., evacuation ordered by security services or due to sudden weather events, technical threats or administrative decisions), ticket refund is not available if the Event was substantially realized or resumed after interruption.
9. Cost refund may occur only in case of complete Event cancellation or shortening to such extent that its essential realization did not occur. Decision in this matter belongs to the Organizer and will be announced on official communication channels.
10. Persons not complying with these Regulations, including aggressive persons, will be removed from Event Grounds and, if necessary, handed over to Police.

V. EVENT RECORDING - MONITORING AND IMAGE

1. The Organizer records the Event using image and sound recording devices:
 - a. for security purposes (monitoring),
 - b. documentary and promotional purposes (photos, video, broadcasts).
2. By staying on Festival Grounds, Participants consent to recording and use of their image for documentary, marketing and promotional purposes of OpoLouder Festival and its partners.
3. Participants may take amateur photos and recordings for private use, provided they do not disturb the Event or violate other Participants' privacy. Commercial use requires written consent from the Organizer.
4. The personal data controller for processing within monitoring and event recording is **Opovision Sp. z o.o.** with registered office in Opole. Data is processed in accordance with GDPR provisions.

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VI. EVENT CANCELLATION OR DATE CHANGE

1. The Organizer reserves the right to:
 - a. cancel the Event,
 - b. change its date, location or program.
2. In case of Event cancellation:
 - a. ticket refund (excluding service fees) is available within 180 days,
 - b. Participants will receive email information and through Organizer's communication channels.
3. In case of date change:
 - a. Ticket remains valid,
 - b. Participant may decide to keep the Ticket or request refund (on principles analogous to cancellation).
4. Lack of participant decision within the specified deadline means acceptance of the new event date and no possibility of later ticket refund.
5. The Organizer reserves the right to changes in the artistic program, including artist changes, performance times or presentation order, without having to inform each participant individually, provided these changes do not significantly affect the Event's character.

VII. COMPLAINTS

1. Complaints can be submitted within 21 days from the Event end date to the address:

Opovision Sp. z o.o. ul. Jana Kwoczka 116A, 45-771 Opole
2. Complaints should contain:
 - a. name, surname and contact details,
 - b. detailed description of the complaint and complaint demand.
3. The Organizer considers complaints within 14 days. Using the complaint procedure is voluntary.
4. Personal data contained in complaints is processed for consideration purposes, in accordance with the Organizer's privacy policy.

VIII. CRIMINAL LIABILITY

1. Anyone who does not comply with the Organizer's security instructions or violates provisions of the mass event safety act is subject to criminal liability, particularly:
 - a. arrest or fine for bringing or possessing dangerous items,
 - b. up to 5 years imprisonment for exposing others to infectious disease,
 - c. up to 10 years imprisonment for endangering many people (art. 161 Criminal Code).

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IX. FINAL PROVISIONS

1. The name and logo "OpoLouder Festival" are reserved. Official merchandise is only available on Festival Grounds and at authorized sales points.
2. Partner or sponsor status of the Event is granted exclusively by the Organizer.
3. The Regulations are available:
 - a. on the Organizer's website: www.opolouder.pl,
 - b. at information points on festival grounds,
 - c. at event entrances.
4. The Organizer reserves the right to change the Regulations particularly for reasons of:
 - a. safety,
 - b. changes in legal provisions,
 - c. need to adapt to organizational realities.
5. Changes to the Regulations will be published on the Event website.

The Regulations enter into force on 1.09.2026.

Organizer:

OpoVision Sp. z o.o. ul. Jana Kwoczka 116A, 45-771 Opole
NIP: 7543378491 | KRS: 0001171085