

APPROVED BY
Order No V-104 of 18 August 2022
of the General Manager
of the National Kaunas Drama Theatre

RULES OF CONSUMER SERVICES AND CONDUCT OF THE NATIONAL KAUNAS DRAMA THEATRE

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1. GENERAL PROVISIONS

1.1. The Rules of Consumer Services and Conduct (hereinafter referred to as the “Rules”) of the National Kaunas Drama Theatre (hereinafter referred to as the “NKDT” or “Theatre”) set out the terms and conditions of the provision of services by the National Kaunas Drama Theatre, including the rights and obligations of the provider of the services (NKDT) and the consumer/viewer, the applicable liability, the terms, conditions and the procedure for the purchase, exchange, and return of tickets, products and other services, the applicable restrictions and prohibitions, the requirements for the safe conduct of the consumer/viewer, the different conditions of the service provision where such differences are directly justified by objective criteria, the additional paid services, products, free or discounted services and other terms and conditions relevant to the consumer’s/viewer’s decision to use the services.

1.2. Key terms used herein:

- **Ticket** means a printed document confirming the conclusion of a contract between the consumer/viewer and the Service Provider NKDT, as well as the payment for the use of the services.
- **Gift Voucher** means a document, including an electronic one, confirming the conclusion of a contract between the consumer/viewer and the Service Provider NKDT, as well as the payment for the use of the services for a specified period and under specified conditions. The NKDT gift voucher does not have a fixed price, as the value of the gift voucher is based on the amount chosen by the viewer. Tickets to events organised by the Theatre can be purchased for the amount indicated on the gift voucher.

- **E-ticket** means an electronic document confirming the conclusion of a contract between the consumer/viewer and the Service Provider NKDT, as well as the payment for the use of services.
- **Website** means the official NKDT website www.dramosteatras.lt, which contains informational content and has an active link to the Ticket distribution page www.dramosteatras.koobin.com, where Tickets, Gift Vouchers and/or other Products can be purchased remotely.
- **Promotional Discount** means the sale of Tickets for a specified period at a specified amount or size of the discount for the Theatre's scheduled performances.
- **Service Provider** means the National Kaunas Drama Theatre (NKDT), which, carrying its activities, on a gratuitous/non-gratuitous basis offers and provides cultural and entertainment services to the Purchasers, reserves and/or sells Tickets and Gift Vouchers for cultural and entertainment events or grants the right to use the services and purchase other Products.
- **Purchaser** means a natural or legal person who purchases a Ticket, E-ticket, Gift Voucher and/or other Product.
- **Distributor** means the Theatre, which, in individual cases, acts as a disclosed intermediary for the purpose of selling Tickets and/or Products of third parties.
- **Box-office** means the NKDT Theatre's box-office located at Laisvės al. 71, Kaunas, where Tickets, Gift Vouchers and/or other Products can be purchased.
- **Product** means another paid service and/or goods provided or distributed by the Theatre.
- **Event** means gratuitous/non-gratuitous services provided by the NKDT in the context of the professional performing arts activities of theatres and concert institutions, other activities of organising cultural events and providing entertainment services (e.g., concert, celebration, festival, exhibition, performance, cinema, etc.).
- **Reservation** means a pre-order of services, confirming the consumer's right to purchase services and establishing the terms of payment.

Other terms used in these Rules correspond to the terms used in the Law on Consumer Protection of the Republic of Lithuania (Official Gazette, 1994, No 94-1833; 2007, No 12-488), the Law on Theatre and Concert Institutions of the Republic of Lithuania (Official Gazette, 2004, No 96-3523), the Law on Copyright and Related Rights of the Republic of Lithuania (Official Gazette, 1999, No 50-1598; 2003, No 28-1125), and other legislation.

1.3. The NKDT ensures that the consumer/viewer has the opportunity to become familiar with the Rules on Consumer Services prior to purchasing a Ticket, Gift Voucher or any other Products at the NKDT point of sale, as well as on the NKDT's Website.

1.4. Before purchasing Theatre Products, the Purchaser must become familiar with these Rules and follow them. Upon the purchase of the Theatre's Products/services, it is considered that the Purchaser has become familiar with these Rules and agreed to them.

1.5. The NKDT reserves the right to update and/or amend these Rules at any time without prior notice. The updated and/or amended Rules come into force from the date of their publication on the Website and the Purchaser is therefore advised to check the Rules periodically, noting the date of the update of the information, which is set out at the top of the text of the Rules.

1.6. If these NKDT Rules differ from other written or oral rules and information provided by the NKDT, the Purchaser shall always follow these Rules.

1.7. In these Rules, capitalized terms shall be construed and interpreted in accordance with the definitions in the definitions section (*1.2. Key terms used herein*).

1.8. In individual cases, the Service Provider may act as a disclosed intermediary to sell Tickets and/or other services of other organisations through the Box-office and/or the Website. In such cases, the

Service Provider is construed as the Distributor and, accordingly, the Purchaser is required to become familiar with and comply with the official organisers' sale-purchase or other rules, if such are provided. The official sellers of Tickets and/or other services are clearly identified next to the descriptions of the Tickets and/or other Products purchased.

1.9. The Service Provider may cooperate with other institutions in carrying out various seasonal or long-term projects. In such cases, the Service Provider is understood as a project partner and, accordingly, the Purchaser shall not only become familiar with and comply with the Service Provider's sale-purchase or other rules but also with the rules of other institutions, if such are provided.

1.10. If necessary, the Theatre reserves the right to change the cast, venue, timing of the Event and/or provide other relevant information regarding changes or requirements for the Event by making a public announcement on the Website, on official social media accounts, and by informing the Purchasers via the email addresses they have provided, if any have been provided when making the purchase. The Theatre assumes no responsibility for the accuracy of the information if it has been disseminated by any other means.

2. INFORMATION PROVIDED TO THE CONSUMERS OF NKDT SERVICES

2.1. When providing information and promoting services/Products, correct, complete, clear, unambiguous, and easily accessible information shall be provided, as well as sufficient time shall be given to become familiar with it.

2.2. NKDT provides the following information:

2.2.1. contact details: The National Kaunas Drama Theatre, Laisvės al. 71, LT-44304 Kaunas, Lithuania, tel. +370 37 22 41 98, e-mail: info@dramosteatras.lt, Website: www.dramosteatras.lt;

2.2.2. register and legal status data: State budgetary institution, data on the institution is collected and stored in the Register of Legal Entities, institution code: 290754450;

2.2.3. general information about the service provided:

2.2.3.1. performance, celebration, festival, exhibition (hereinafter referred to as "Events"), etc.: title, descriptive information about the Event and other information is published on the Website referred to in Clause 1.2., etc;

2.2.3.2. date, time, venue, duration (if any), the performers of the performance/Event are announced on the Website referred to in Clause 1.2., etc.;

2.2.3.3. the price of the service and administration fees.

2.3. At the request of the consumer/viewer, the NKDT shall provide:

2.3.1. Website links, where detailed information on privacy policy, ways of consumer rights protection, peculiarities and conditions of the resolution of disputes can be found;

2.3.2. at the request of a legal person, an invoice.

3. INFORMATION ON RESERVING AND PURCHASING TICKETS

3.1. Reservation and sale of tickets for Events/performances launches after the NKDT's repertoire of Events has been approved by an order of the General Manager and announced publicly: on the NKDT's Website, in the press, etc.

3.2. In order to ensure the provision of the E-ticketing service remotely via the Website, the Theatre stipulates that the Purchaser wishing to purchase an E-ticket shall create a personal account by filling in an electronic registration form. The personal account is designed to ensure secure E-ticket submission, payment confirmation, and secure identification of the Purchaser. Submission of Purchaser's data and account administration shall be conducted under the provisions of the Service Provider's **Privacy Policy**.

3.3. If the Purchaser does not wish to create a personal account by filling in the online registration form, they can visit the Box-office during its working hours and purchase a Ticket there. Information about the working hours and location of the Box-office is published on the Theatre's Website.

3.4. The Theatre allows Purchasers to pay for Tickets at the Box-office by cash/bank cards/contactless payment methods or by using electronic banking services on the Website. Technical difficulties or other relevant circumstances may restrict the methods of payment.

3.5. For groups of 10 or more, Ticket booking can also be made by email at kasa@dramosteatras.lt or by phone (+370 37) 224064. Ticket bookings are only confirmed after the payment of the order, which must be made no later than 20 (twenty) calendar days prior to the Event date. If the payment is not made by the indicated time, the booking is cancelled, and the Tickets are not reserved for a longer period. The Theatre does not make Ticket Reservations when the Reservation is made 19 (nineteen) calendar days or less before the Event date. In this case, Purchases must be made on the Website or at the Box-office.

3.6. If the Purchaser has purchased Tickets based on a proforma invoice or by other means and wishes to receive a VAT invoice, it may be ordered by contacting buhalterija@dramosteatras.lt; however, it can only be done until the 7th day of the following month. The VAT invoice is only issued on the basis of the purchaser's details at the time of the purchase (it should be noted that for Purchases made by a natural person, the VAT invoice is not issued in the name of a legal person).

3.7. If the Ticket has not been paid for or is underpaid, regardless of the reasons for the underpayment, the NKDT has the unilateral right to refuse to sell the Ticket, cancel the issued Ticket or cease to fulfil the order and to refund the amount paid to the Purchaser, in accordance with the procedures of the NKDT.

3.8. When purchasing Tickets at the Box-office, the Purchaser must present the discount document at the time of the purchase, otherwise the Service Provider reserves the right not to sell the Ticket at a discount price. Proof of the discount is also required before entering the Event. In the event of failure to provide proof of discount, the Service Provider reserves the right to not admit the Purchaser to the Event and is not liable for any loss incurred by the Purchaser as a result.

3.9. If the hall is at maximum occupancy, tickets for standing and seats on additional chairs may be sold.

3.10. Places that are specially adapted for persons with reduced mobility are reserved only for Purchasers in a wheelchair that have a disability certificate. The certificate must be carried with you when purchasing a Ticket at the Box-office and upon arrival at the Event; otherwise, the Theatre reserves the right not to sell the Ticket and/or not to admit the Purchaser to the Event and not compensate for any losses incurred by the Purchaser as a result. The ticket can also be purchased on the Website.

3.11. A person accompanying the Purchaser with reduced mobility must purchase a separate Ticket. The Theatre is not obliged to provide any special seating for the accompanying person if the accompanying person has not purchased such a ticket and the availability/non-availability of such seating is subject to the attendance of the Event.

3.12. One accompanying person of a Purchaser with reduced mobility is able to purchase a Ticket at a special price. There are no special prices or additional discounts for all other accompanying persons.

3.13. If a Purchaser who is to be accompanied to the Event by an accompanying person is for any reason no longer able to arrive at the Event, the accompanying person will not be admitted to the Event without the Purchaser with reduced mobility and no refund will be made. In such a situation, the accompanying person must contact the NKDT administration and, if seats are available, purchase a new ticket or an E-ticket for the same event, additionally paying the price difference. This exemption applies only until the start of the Event. Once the Event has ended, the Ticket cannot be exchanged for a Ticket for another Event and no refund is given.

4. INFORMATION ON THE USAGE OF TICKETS

4.1. To gain access to the Event, the Purchaser must present a valid ticket with an undamaged/clearly visible QR or/and barcode for scanning at the entrance to the Event. The Purchaser must save the ticket until the end of the Event.

4.2. The E-ticket can be printed on a white sheet of paper or scanned on a smart device. Please note that if the screen of your smart device is cracked or otherwise damaged, the E-ticket may not be scanned; in such a case, we recommend printing the E-ticket.

4.3. A poorly printed Ticket or a damaged/poorly visible Ticket's QR and/or barcode may prevent access to the Event; in such case, the Service Provider is not liable to compensate for any losses incurred by the Purchaser.

4.4. One Ticket is valid for one Purchaser and only for the indicated Event. Please note that the Ticket can only be used once and the first Ticket scanned at the entrance to the Event will be admitted to the Event.

4.5. A Purchaser holding a seated Ticket may only occupy the seat indicated on the Ticket. Seating in other seats that have not been obtained by the Purchaser is prohibited. At any time during the Event, the NKDT staff may ask the Purchaser to present a Ticket entitling the Purchaser to the seat. If the Purchaser fails to produce such a Ticket, the NKDT staff has the right to ask the Purchaser to leave the seat and/or the Event. If the Purchaser has difficulty finding their seats, it is always recommended that they seek assistance from the NKDT staff and/or volunteers.

4.6. In the case of a change in the requirements of the COVID-19 Government Resolutions of the Republic of Lithuania regarding the requirement to leave a greater distance between seats, the Service Provider reserves the right, at its sole discretion, to change the Purchaser's seating position in the same area in which the Purchaser purchased the Ticket or to move them to another area, which is as close as possible.

4.7. In the case of a rescheduling/change of the Event, where the Theatre is unable to provide the seating indicated on the Ticket, the Theatre reserves the right, at its sole discretion, to relocate the Purchaser's seating position in the same area in which the Purchaser purchased the Ticket or to move them to another area, which is as close as possible.

4.8. It is strictly prohibited to copy, reproduce, or sell the Ticket. Purchasers who illegally use the Ticket for these purposes may be punished under the Code of Administrative Offences and/or the Criminal Code of the Republic of Lithuania. If we discover or suspect these violations, we always report them to the police and a thorough investigation is launched.

4.9. Once the Ticket has been obtained by the Purchaser, any risk of accidental loss, copying or other loss is passed to the Purchaser from the moment the Ticket is handed over. The Service Provider is not liable for any damages arising from the loss of the Ticket or any potential illegal copying.

4.10. The Service Provider reserves the right not to re-admit a person who has left the Event before it has ended if a Ticket that has already been scanned is used. If a person has the need to leave the venue for a short period of time and wishes to return to the Event, it is recommended to contact the NKDT staff before leaving the Event.

4.11. In case of loss, damage or destruction of a printed ticket, a duplicate ticket is available at the NKDT Box-office for a fixed fee. A Purchaser who has obtained a Ticket via the Website can reprint the Ticket or use the E-ticket functionality by scanning the E-ticket from their phone screen by logging into their account at any time prior to the Event.

4.12. No refunds will be given if the Purchaser fails to attend the Event and does not use the Event Ticket. For more information on possible refunds see 5. *Exchange and return of tickets and other products/services*.

4.13. The use of Tickets for the preparation and promotion of public games, contests, and other advertisements without the permission of the NKDT is strictly prohibited.

5. EXCHANGE AND RETURN OF TICKETS AND OTHER PRODUCTS/SERVICES

5.1. No refunds and/or other compensation will be given if the Purchaser fails to attend the Event and use the Event Ticket.

5.2. Tickets can only be exchanged or returned if the Event has not taken place and the service purchased has not been provided, or if the scheduled date of the Event has changed. Therefore,

Purchasers must always consider all the circumstances of the Event for which Tickets are being purchased, including the date, time, location, and other relevant conditions of the Event before making a purchase.

5.3. In cases where returns are applicable, returns of Tickets are made on the Website and/or at the Box-office after the Purchaser has filled in a special refund form provided by the Service Provider and returned it, together with the requested documents, within the time limit specified by the Service Provider.

5.4. The Service Provider informs the Buyers of the pending refunds prior to each refund by the following means of information provision: on the Website in the news and repertoire sections, on the official social media accounts of the NKDT, via the e-mail addresses provided by the Purchasers, as well as by an information message at the Box-office. The information is deemed as published and made available to the Purchaser from its publication or sending date.

5.5. The Purchaser must contact the Service Provider within the specified active refund period from the date on which the NKDT announces the refunds of Tickets. Returns shall be made by the Service Provider within 14 (fourteen) calendar days from the date of receipt of the correctly filled-in form.

5.6. A Purchaser, who has purchased the Ticket at the Box-office, must provide the Service Provider with a cash register receipt or other proof of purchase when making returns.

5.7 In the event of a return, the price paid for the Service Provider's product(s) is refunded to the Purchaser, together with all administration and additional fees paid. The Purchaser will not be reimbursed for any other additional costs incurred, such as travel, hotel, etc., as well as for moral damages and administrative fees paid for one-off services actually provided, such as seat changes, etc.

5.8. If during the Covid-19 pandemic period the Event does not take place due to restrictions/prohibitions imposed by the Government of the Republic of Lithuania or there is a significant limitation on the number of viewers (in the case of a situation where not all Ticket Purchasers are admitted to the Event), refunds will be made for the relevant Event, which Ticket Purchasers are unable to attend, in accordance with the Service Provider's normal Ticket return procedures or monetary compensations will be provided which Ticket Purchasers may use to purchase other Tickets to the Service Provider's Events.

5.9. If the Purchaser has a justified request/complaint regarding the Product(s) purchased from the Service Provider, it can be submitted by contacting the Service Provider by e-mail vadyba@dramosteatras.lt and/or by submitting it to the State Consumer Rights Protection Service vvtat.lt (Vilnius g. 25, LT-0140, Vilnius), as well as to the territorial divisions of the State Consumer Rights Protection Service in the counties, or by filling in the request form on the ODR Platform <http://ec.europa.eu/odr/>

6. PRICES, DISCOUNTS, AND OTHER FEES

6.1. The Service Provider has the right to change the prices of the Service Provider's goods at any time of the season.

6.2. The Theatre has the right to apply dynamic pricing to Event Tickets, whereby the price of the Ticket varies according to the number of seats occupied in the hall.

6.2. The Service Provider has the exclusive right to apply sales promotions, short-term discounts, and distribute discount codes. Information about such sales promotions may be provided on the Website and/or in newsletters. Purchasers who have not taken advantage of the discounts during the promotion period and who have purchased the Service Provider's Product without a discount are not entitled to a refund or compensation.

6.3. The Theatre is entitled to charge additional one-time, non-refundable fees for additional services. For a list of such additional services and their prices see **the FAQs**.

6.4. The Ticket price does not include the service administration fee of 1.50 EUR. A service administration fee is added to the specified ticket price at the end of the payment.

6.5. Fixed discounts of the Service Provider:

6.5.1. **Groups (15 or more people)** receive a **15%** discount (for all NKDT repertoire performances, except premieres, performance The Ward (original title “Palata”), and performances for children). Valid only at the Theatre’s Box-office.

6.5.2. **100%** discount is given on 1 ticket for a mentor leading a group of school students of **no less than 14 persons** (for all NKDT repertoire performances). Valid only at the Theatre’s Box-office.

6.5.3. **20%** discount is given for 1 ticket **with a school student and pensioner’s certificate** (for all NKDT repertoire performances, except premieres, performance The Ward (original title “Palata”), and performances for children). Valid at the Theatre’s Box-office and on the Website.

6.5.4. **30%** discount is given on 1 ticket for **full-time students with a student ID** (for all NKDT repertoire performances, except premieres, performance The Ward (original title “Palata”), and performances for children). Valid at the Theatre’s Box-office and on the Website.

6.5.5. **30%** discount is given on 1 ticket for **persons with a working capacity level of 30-55%** (for all NKDT repertoire performances, except premieres and performance The Ward (original title “Palata”). Valid at the Theatre’s Box-office and on the Website.

6.5.6. **50%** discount is given on 2 tickets for **persons with a working capacity of 0-25%** (for all NKDT repertoire performances, except premieres and performance The Ward (original title “Palata”). Valid at the Theatre’s Box-office and on the Website.

6.5.7. **50%** discount is given for **full-time students** with a valid student ID one hour before the start of the Event **IF SEATS ARE AVAILABLE** (except for performances for children and performance The Ward (original title “Palata”). Valid only at the Theatre’s Box-office.

6.5.8. Disabled people in wheelchairs are admitted free of charge in the seats reserved for people with reduced mobility (sitting in wheelchairs). The free-of-charge seat Ticket is issued at the Theatre’s Box-office or on the Website. A person accompanying an individual in a wheelchair can purchase a Ticket with a 50% discount.

6.6. Discounts are not cumulative.

6.7. Fixed discounts do not apply to Events organised by other organisers, nor to viewers who do not present a document necessary for the discount.

6.8. The NKDT reserves the right to change the fixed discounts by the order of the General Manager.

6.9. Flash sales may be applied, the validity period and conditions of which are determined by the NKDT.

6.10. When purchasing tickets on the Website, some discounts may not be applied due to technical limitations.

6.11. Representatives of social groups can submit requests for free tickets for the current season by sending an e-mail to vadyba@dramosteattras.lt or by bringing them to the Theatre’s Box-office before October 1 of the current year.

7. INFORMATION ON PURCHASING AND USING GIFT VOUCHERS

7.1. A Gift Voucher is valid for 12 months from the date of purchase.

7.2. Gift Vouchers are not refundable or redeemable for cash.

7.3. A Gift Voucher can be exchanged for Tickets for Events organised by the Service Provider.

7.4. Gift Vouchers can be exchanged for Tickets on the Website and/or at the Box-office. When paying for Tickets with a Gift Voucher, the Box-office staff must be notified in advance;

7.5. Discounts are not applied to a Gift Voucher;

7.6. A Gift Voucher can be used more than once until its value is exhausted. The remaining value of your Gift Voucher can be checked at the Box-office or on the Website.

7.7. The administration fee is not included in the value of the Gift Voucher.

7.8. There is no administration fee for exchanging Gift Vouchers for Tickets.

7.8. If the Purchaser wishes not to use the remaining value of the Gift Voucher, it is not refundable.

7.9. If the price of the Ticket purchased is higher than the amount stated on the Gift Voucher, the Purchaser must pay the difference.

7.10. Multiple Gift Vouchers can be used for one purchase.

7.11. A Gift Voucher will not be exchanged for a new one if it is damaged, lost or otherwise misplaced.

7.12. If a Gift Voucher has not been used during its validity period, it shall be deemed no longer valid, shall not be renewed and shall be non-refundable, except in cases of force majeure, where the Service Provider may extend the expiry date for a new period.

8. INFORMATION ON THE PROCESSING OF PERSONAL DATA

8.1. The Service Provider values and protects the privacy of the data provided, received, and/or created by the Purchaser; therefore, information on how the Service Provider collects, stores, organises, uses, and processes personal data is provided in the detailed **Privacy Policy**.

9. RELEVANT INFORMATION FOR THE ARRIVAL AT THE EVENT

9.1. Before arriving at the Event, it is advisable to check the information regarding any possible changes to the Event on the Theatre's Website.

9.2. Admission to the Event is subject to the presentation of a valid Ticket or other Event viewing rights.

9.3. After purchasing a Ticket with a student, school student, pensioner or other discounts, the Purchaser must present a document confirming the discount before admission to the Event, otherwise the Service Provider reserves the right to refuse the Purchaser's admission to the Event and shall not reimburse the Purchaser for any losses incurred as a result.

9.4. The Main Stage, Rūta's Hall, and the Small Stage of the Theatre are accessible with wheelchairs. The Main Stage may be reached via the main entrance (Laisvės al. 71) by using a specialised lift. To reach Rūta's Hall and the Small Stage, use the Small Stage's elevator (Laisvės al. 71). Please inform us in advance about the required access to the halls by phone: +370 37 224 064 or by e-mail: kasa@dramosteatras.lt (I-VII, 10.30 a.m. – 7.00 p.m., Lunch break: 3.30-4:00 p.m.).

9.5. It is recommended for the Purchaser to arrive at least 20 minutes before the start of the Event. The audience is admitted to the Events taking place in the NKDT's Main Stage 45 minutes before the time of the Event indicated on the Ticket; if the Event is taking place in the other halls of the NKDT - 30 minutes before the indicated time. During the COVID-19 pandemic, door opening and closing times are subject to change and are publicly announced next to the information on the relevant Event.

9.6. Children up to 3 years old (inclusive) are admitted to performances for children free of charge, without additional seating. In case of a suspicion that the child is older, a document confirming the age of the child may be requested. When arriving at the Event with children, the Purchaser must take special care to become familiar with and comply with the requirements for safe behaviour set out in these Rules (*10. Rules of Conduct*).

9.7. Preschool children are not allowed to attend evening performances not intended for children.

9.8. For Events with a specified age limit (PG-14, PG-16, PG-18, etc.), only age-qualified viewers are admitted. If there is a suspicion that a viewer is younger, a document confirming the age of the viewer may be requested. The age recommendation marked as "Recommended from" and stated in the Events and Event descriptions is only guidance.

9.9. The NKDT informs that Purchasers under the influence of alcoholic beverages, psychotropic or narcotic substances, who, in the opinion of the Event staff, may endanger themselves and others, are not admitted to the Event. These Purchasers will not be refunded for Tickets purchased and will not be compensated for any additional losses incurred.

9.10. Unless photography and/or filming during the Event is encouraged, photography and filming during the Performance/Event are prohibited to protect copyright and intellectual property. Any consumer/viewer who violates this norm is liable under the legislation of the Republic of Lithuania.

9.11. There is no accessible parking in the territory of the NKDT. In case of such a need, we recommend parking your vehicles in the parking spaces around the Theatre's territory provided by the Kaunas City Municipality.

9.12. Vehicles marked with a disability sign may be parked in the territory of the NKDT by informing the NKDT's Box-office staff by phone (+370-37 224064) at least one day prior to the Event and indicating the model of the vehicle, the license plate number, and the estimated time of the arrival.

10. RULES OF CONDUCT

Persons failing to comply with these Rules of Conduct will be refused entry to the Event or removed from the Event without prior notice. Violations of the rules of public order and conduct are punishable in accordance with the procedures established by the laws of the Republic of Lithuania.

10.1. Persons wishing to enter the Event venue must:

10.1.1. Present a Ticket, invitation or other documents granting access to the Event or Event venue.

10.1.2. Strictly comply with all Rules of Conduct.

10.1.3. Arrive at the Event on time. After the third bell, no viewers are allowed in the hall.

10.1.4. Upon arrival at the Event, hand over the flowers intended for the creative team to the NKDT Theatre staff. They will make sure that the flowers are properly delivered.

10.2. Persons are not allowed in the Event venue if they:

10.2.1. Pose a security threat;

10.2.2. Do not meet the requirements of socially accepted hygiene standards;

10.2.3. Are under the influence of alcoholic beverages and/or psychotropic or narcotic substances.

10.3. The viewers are prohibited to bring the following items to the Event venue:

10.3.1. Beverages and other food products are prohibited in the NKDT viewers' auditorium;

10.3.2. Alcoholic beverages, any narcotic or psychotropic drugs or other stimulants (except for special medical preparations (insulin, etc.));

10.3.3. Weapons and/or potentially dangerous objects of any kind, including but not limited to objects that can be used to cut or stab, objects that can be used for throwing, flinging, casting, etc.;

10.3.4. Paraphernalia and/or material of racist, xenophobic, extreme right-wing, nationalist, and socialist ideas, as well as of sexist propaganda;

10.3.5. All types of animals, except guide dogs (to avoid problems, we recommend informing the Service Provider that you will be arriving with such a dog);

10.3.6. Any other item that threatens the security of the Event or may cause inconvenience to viewers.

10.4. At the Event venue it is strictly forbidden to:

10.4.1. Take photographs and film during the performance/Event. Any consumer/viewer who violates this norm is liable under the legislation of the Republic of Lithuania.

10.4.2. Throw flowers and various objects into the hall, on the stage or in any other way disturb the normal course of the Event;

10.4.3. Bring any posters, clothing, etc. with commercial/advertising content or of a harmful, aggressive, agitational, political, racist or religious nature;

10.4.4. Behave in a way that could be perceived by others as provocative, threatening, discriminatory or offensive;

10.4.5. Threaten the health, life or safety of yourself and others in any way;

10.4.6. Harm others in any way;

10.4.7. Climb on structures or installations not intended for that purpose (facades, partitions, walls, fences, barriers, lighting poles, camera platforms, roofs, etc.);

10.4.8. Walk on the stage or in any other forbidden area during the Event; when not required by the Event concept, it is strictly forbidden;

10.4.9. Enter official premises or areas closed to visitors;

10.4.10. Climb and stand on chairs and/or their frames;

10.4.11. Litter.

10.5 Other relevant information for visitors:

10.5.1. Outdoor clothing is not allowed in the hall. It is recommended that you choose appropriate attire for the location and format of the Event.

10.5.2. During the performance/Event, the viewers must turn off the sound of mobile communication devices.

10.5.3. Smoking and drinking alcoholic beverages are allowed only in designated and marked areas.

10.5.4. For security purposes, video surveillance systems may be installed at the Event venue to record visitors and their actions. Surveillance, filming, and recording are carried out following the **Privacy Policy**.

10.5.5. Persons at the Event must behave in a manner that will not cause harm, they shall not endanger themselves or others, disturb or annoy other viewers.

10.5.6. Persons at the Event must comply with the instructions of the Theatre's administration, audience service staff, volunteers, police officers, and/or other persons authorised to ensure security and order.

10.5.7. In the case of danger or threat to the security of the Event, at the request of an audience service staff member, police officer and/or other persons authorised to ensure security and order, the viewers may be directed to the seats other than those specified on the Ticket or evacuated from the Theatre.

10.5.8. Officials or staff responsible for the security and order of the Event have the right to seize documents granting access to the Event that have been handed over or sold to other persons who are not entitled to use them.

10.5.9. Visitors who do not comply with these Rules of Conduct may be removed from the Event by the Theatre's administration, the audience service staff, police officers and/or other persons authorised to ensure security and order. Any person removed from the Event will not receive a refund for Tickets purchased.

11. RESOLUTION OF DISPUTES

11.1. For violations of public order and these Rules, as well as for any material damage caused to the Theatre, its property, other viewer's property and/or health, the NKDT is entitled to claim compensation from the viewer determined by the order of the NKDT General Manager or in accordance with the procedures established under the laws of the Republic of Lithuania.

11.2. Parents or guardians are responsible for any damage caused by minors. Parents, guardians or other accompanying adults of minors are responsible for introducing the Rules of the NKDT to the accompanied minors and for ensuring that they comply with these Rules.

11.3. If the Purchaser has a justified request/complaint regarding the Product(s) purchased from the Service Provider, it can be submitted by contacting the Service Provider by e-mail vadyba@dramosteatras.lt and/or by submitting it to the State Consumer Rights Protection Service vvtat.lt (Vilniaus g. 25, LT-0140, Vilnius), as well as to the territorial divisions of the State Consumer Rights Protection Service in the counties, or by filling in the request form on the ODR Platform <http://ec.europa.eu/odr/>