

CINEMA CITY RULES

Ladies and Gentlemen, please be informed that the present Rules and Regulations (hereinafter referred to as the 'Rules') have been developed for your safety and comfort while using the Cinema City Poland Sp. z o.o. facilities in Warsaw, 37 Fosa Street, 02-768 Warsaw, entered into the Register of Businesses kept by the District Court for the Capital City of Warsaw (hereinafter referred to as 'Cinema City'), XIII Commercial Division, under KRS No. 0000707019, NIP No. 521-30-97-055, website address: www.cinema-city.pl, email address bok@cinema-city.pl. Bearing in mind the basic principles of our Company's policy, and in particular the concern to achieve our Customers' satisfaction with the quality of the provided services, we kindly ask you to read the following points and to comply with the regulations indicated therein. Furthermore, we would like to inform you that the purchase or use of a ticket for a screening in our cinema facility is treated as confirmation that you have read and agree to abide by these Rules and Regulations.

1. In order to enter a cinema auditorium, it is necessary to present a valid ticket to the cinema staff for a specific film screening, to a given auditorium beforehand. Ticket entitles only to enter the screening in the designated auditorium, on a given day and at a given time. At the moment of receipt, you should immediately check the correctness of the ticket data (in particular: the title of the film, date and time of screening and the name of the cinema) and their conformity with your order, because after leaving the ticket office tickets are not exchangeable or refundable in the event of any errors, subject to clause 12 below. You should keep your ticket until you leave the cinema.
2. The purchase of a ticket entitles the Viewer to enter the film screening. The film screening consists of a block of commercials, movie trailers and film projection. The length of the block of commercials and movie trailers is determined individually for each film.
3. The ticket entitles the Viewer to watch the screening in a specific auditorium, in a specific seat in the auditorium. Viewers are obliged to occupy seats in accordance with the information on the ticket.
4. Staying in another room or changing the projection room during the film screening is not allowed.
5. Lost, stolen or damaged tickets will not be replaced. A Customer without a valid ticket will not be admitted to the auditorium, and at the time of control and without a valid ticket, may be asked to leave the premises.
6. Cinema City offers various kinds of vouchers exchangeable for tickets or selected products available at the cinema bar. The rules of using and purchasing vouchers are specified in Appendix 1 to the Rules. Once the voucher has been exchanged for a ticket to the Cinema City cinema, it is not possible to return or change the ticket. Cinema City reserves the right to occasionally issue vouchers in the form of bonuses to Customers for the use of a particular service. The conditions for the use of the bonus will be defined each time in the so-called Promotion Regulations available on the website.
7. Cinema City offers various kinds of gift cards exchangeable for tickets or selected products available at the cinema bar. The rules of using and purchasing gift cards are specified in Appendix 2 to the Rules. Once the gift card has been exchanged for a ticket to the Cinema City cinema, it is not possible to return or change the ticket.
8. Tickets to "Cinema City" cinemas may be booked on-line in accordance with the Regulations for Reservation of Seats and Purchase of Tickets via the Internet (hereinafter referred to as The Rules of booking tickets) published on the website www.cinema-city.pl, via the above-mentioned websites. Reserved tickets must be

purchased at the cinema ticket offices no later than half an hour before the start of the film screening, under pain of the reservation being deemed canceled.

9. Tickets can also be purchased online in accordance with T&Cs OF SEATS RESERVATION AND INTERNET PURCHASES OF TICKETS. Tickets purchased online are not exchangeable for tickets at a different price, for another film or for another film screening.
10. Please be advised that in case of Dolby 3D screenings it is necessary to use Dolby 3D glasses. The ticket purchased in this way includes a surcharge for the use of 3D glasses. After the screening the Dolby 3D glasses should be returned to the cinema staff. Cinema City cinemas displaying in Dolby 3D technology: Ruda Śląska oraz Sosnowiec.
11.
 - a. If you buy tickets for IMAX 3D or Master Image 3D movies, you can purchase your pair of glasses. After watching the film, instead of throwing away the glasses, you can take them with you and use them on your next visit to our cinema. In this case, the 3D surcharge will not be added to the next purchase of a Master Image 3D or IMAX projection ticket. You should inform the cinema staff that you have your own glasses at the time of ticket purchase. In case of purchasing a ticket on-line there is an option to purchase a ticket with or without a 3D surcharge.
 - b. If the lenses of the glasses are scratched or lose their original colour, it may affect the comfort of watching 3D movies. In this case, we recommend that you purchase new glasses at your next visit to our cinema.
 - c. Please check the glasses at the time of purchase, in particular for mechanical damage (scratches, matting). Please also check their functionality and report complaints in this respect during the first film screening after their purchase. We would like to inform you that proper use of glasses requires their protection against mechanical damage. Cinema City is not responsible for glasses losing their functionality due to scratches and mechanical damage resulting from improper use of the purchased glasses.
 - d. Glasses purchased in our cinema may not work properly in other cinemas where the projection system is different from the one in our cinema. Cinema City shall not be responsible for the lack of proper functioning of the purchased glasses in cinemas not belonging to the Cinema City brand.
 - e. Please note that the purchase of 3D glasses must be suitable for the technology in which you will be watching the film, i.e. IMAX 3D glasses for IMAX rooms and Master Image 3D glasses for Master Image rooms,
 - f. If you receive a free ticket to the cinema, you may need to buy 3D glasses separately.

Cinema City cinemas displaying in Master Image 3D technology: Gliwice, Silesia and Point 44 in Katowice, Korona and Wroclavia in Wrocław, Starogard Gdański, Kinopolis and Poznań Plaza in Poznań, Zielona Góra, Felicity and Lublin Plaza in Lublin, Bydgoszcz, Czerwona Droga and Toruń Plaza in Toruń, Łódź Manufaktura, Arkadia, Bemowo, Białołęka Galeria Północna, Mokotów, Janki, Promenada, Sadyba in Warsaw, Bonarka, Galeria Kazimierz and Zakopianka in Kraków, Wałbrzych, Rybnik, Bielsko-Biała, Bytom, Galeria Jurajska and Wolność in Częstochowa, Cieszyn, Elbląg.

12.
 - a. A ticket purchased in the cinema can be returned no later than 2 hours before the start of the show, upon presentation of the receipt, proof of purchase or the ticket

print-out. If the ticket is purchased at the cinema box office, the full amount of the ticket purchased will be refunded.

- b. Account Users shall be able to return all tickets bought electronically in a single transaction by submitting a return instruction via the Website or the Application after logging in to the Account no later than 2 hours before the start of the screening. The service fee of PLN 2.00, added to the price of the ticket purchased electronically, shall not be refunded. Refunds shall be made in accordance with the rules set out in the Rules and Regulations for reserving seats and purchasing tickets online.
 - c. A person who buys a ticket via the Website without prior Account registration ('Guest') is not entitled to return the ticket purchased in this way.
13. Not all films shown are intended for minors.
 14. The decision to place the film in the age category belongs to the distributor and the Cinema Board has no legal right to interfere with it. Before deciding to take part in the projection, we kindly ask the guardians to carefully read not only the age category suggested by the distributor, but also the description of the film. In case of any doubts, before buying a ticket, please contact the cinema management for information about the content of the film.
 15. Cinema staff reserves the right to verify the identity of customers benefiting from discounts (document entitling them to purchase a discount ticket, student card, school card) and/or promotions organised by Cinema City or third parties. ISIC, EURO 26, doctoral and other similar documents do not entitle the Audience to purchase a discounted ticket, unless the Cinema Rules or other regulations expressly state otherwise.
 16. Children under 3 years of age are entitled to enter the screening free of charge under the supervision of an adult guardian, provided that they do not occupy a separate place. The guardian of a child is obliged to have a document indicating the age of the child and present it to the cinema staff at their request.
 17. In order not to interfere with other Customers, Viewers who come to the cinema after the start of the film screening must obtain permission from the cinema staff to enter the auditorium.
 18. Cinema City may decide to introduce, in part or in all cinemas, a special price offer valid for selected film screenings or in selected periods of time, in particular on specific days of the week. The special price offer may not be combined with any promotions, discounted or rewarded tickets in any promotions or contests organised by Cinema City or any other entity.
 19. Bearing in mind the important role of cinema in the development of culture in Poland, Cinema City Poland declares:
 - (a) its readiness to participate in the Cinema Day organized in Poland cyclically, which takes place once a year - on a selected day or days,
 - (b) The Cinema Day is organized on a rotational basis by one of the entities operating cinemas and is financed among others by state cultural institutions, entities operating cinemas and - depending on the edition - by sponsors outside of the cinema industry, and its purpose is to promote the culture of going to the cinema in Poland,
 - (c) as part of the Cinema Day, on the day or days specified by the organizers, in all cinemas that have decided to participate in the Cinema Day, viewers may purchase tickets at the same price.
 20. The UNLIMITED Card may not be used in conjunction with any promotions, discounted tickets or tickets awarded within the framework of any promotions or

contests organized by Cinema City or any other entities, unless the terms of these promotions and contests expressly state otherwise.

21. Although Cinema City tries to comply with its advertised repertoire, Cinema City reserves the right to cancel or change the date of the film screening or to replace it with another film or projection.
22. Cinema City shall not be responsible for any errors in the repertoire published in the printed press or published on external websites.
23. In the event of cancellation, postponement or substitution of a screening of a film or other presentation ("Event"), the Cinema City Manager will decide whether to refund the amount paid for the ticket to the Customers or to issue replacement tickets for the same film or presentation at another date as requested by the Customer. The Customer may request a refund of the amount paid or the issuance of replacement tickets no later than 14 days from the date of the Event.
24. Cinema City reserves the right to make ad hoc operative changes on its halls seating plans to meet all enforced capacity regulations, which might change from time to time. As a result, booked/reserved seats might change. Cinema City may send notifications to inform about the changes using contact details as provided during the online booking process.
25. For the reason of your safety and concern for the quality of our services and ensuring special comfort for the disabled, we ask all our Customers to occupy the places indicated on the purchased ticket, as well as not to block the emergency routes, including in particular not to occupy places on the stairs and in the passages before the rows.
26. You must always keep your items with you. Cinema City accepts no responsibility for loss, theft, alteration or damage to any personal items brought into the premises.
27. Please do not disturb the reception of the screening by other Viewers, in particular through the use of mobile phones, loud conversations, expressive expression of emotions connected with the reception of the projection or any other behavior that may interfere with the comfortable reception of the film by other Viewers.
28. The following activities are strictly prohibited in our facilities:
 - a. smoking, using electronic cigarettes,
 - b. bringing in food and beverages purchased outside the snack bars owned by Cinema City;
 - c. bringing into the premises and taking narcotic or psychotropic drugs,
 - d. bringing alcohol purchased outside the snack bars owned by Cinema City to the facilities and drinking it in the auditoriums,
 - e. bringing weapons, explosives, pyrotechnic materials or other objects threatening the safety of our Customers,
 - f. being intoxicated or clearly influenced by intoxicants or psychotropic substances,
 - g. bringing in pets
 - h. entering rooms marked "Staff only";
 - i. violent, provocative or otherwise dangerous behaviours for other Customers,
 - j. bringing in bicycles, skateboards and other one- or two-wheel vehicles, as well as riding in on a bicycle, roller blades, and roller skates.
29. We reserve the right to remove from the premises persons who grossly violate these Rules and the order or safety rules applicable in our cinema, and in particular who interfere with the use of our premises by other Customers.
30. We would like to inform you that in our premises, without the prior written consent of the Cinema City Management Board, it is strictly forbidden to photograph, film, as well as to make video and audio recordings during film screenings. We would like to remind

Customers that it is a serious crime to copy or attempt to copy any film, soundtrack or other copyright-protected material presented in the screening room and to distribute it further.

31. We appeal to all Customers to observe basic safety rules while staying on the premises of our premises, and in particular to use all equipment and objects located in the facility in a manner consistent with their intended use. In case of any doubts in this respect, it is recommended to consult the cinema staff beforehand. At the same time, the Management Board asks to report to the service any situation that may cause a breach of order or pose a threat to safety.
32. In the event that a Customer or a group of Customers violates any of the provisions of these terms and conditions, Cinema City reserves the right, in addition to any other rights, to take all measures to obtain reimbursement of all costs incurred and to pursue any claims for damages in court.
33. In the event of any accident occurring on the premises of the cinema, the Cinema Service should be notified immediately, which will allow for immediate assistance to the injured persons and to ensure the safety of other spectators.
34. Cinema City is not responsible for parking rules introduced by the administrators of the facilities where Cinema City cinemas are located, including any costs incurred by the Customers. Customers should direct any comments directly to the administrators of facilities or car parks. Cinemas Punkt 44 Katowice and Czerwona Droga in Toruń are administrators of parking lots located near the cinemas. Detailed rules of use are set out in the rules of use of the parking lot available in the two cinemas mentioned above.
35. Cinema City is not responsible for any information displayed or broadcast in the facility by any third parties.
36. Please report any comments to the cinema staff, also with regard to incorrect sound or image quality of the film displayed during the projection or immediately after its completion. We would like to inform you that failure to comply with this obligation may result in the impossibility of confirming the legitimacy of the submitted reservations, and thus the acceptance of your complaint.
37. The Management Board and Cinema staff, out of concern for the safety and comfort of our Customers, informs at the same time that we are ready to provide additional information and help in solving any existing problems and possible disputes or issues not regulated by these Rules.
38. All comments and reservations, as well as expressions of satisfaction can be submitted via the website www.cinema-city.pl, the "contact" tab or the e-mail address bok@cinema-city.pl.
39. Warning and 4DX Safety Guidelines (only available in some Cinema City cinemas)
Before purchasing a ticket, please read the following Notice and 4DX Security Notice:
4DX is a system for generating motion, air, water and scents built into special seats. The 4DX mobile seats use strong movements, high vibration, strong stroboscopic lighting and special physical effects that can cause a risk of injury during the 4DX projection if you do not follow the Warning and Safety Guidelines. By purchasing a ticket and entering the 4DX room, you confirm that you fully understand, comply with and will comply with the Warning and Safety Guidelines. You enter at your own risk and Cinema City and 4DX shall not be responsible for any personal injury or damage suffered as a result of watching the presentation in a cinema equipped with 4DX movable seats, except in case of negligence. All films displayed in 4DX room are subject to a separate pricing policy in accordance with the price list available at ticket offices and on the website www.cinema-city.pl. We kindly inform you that there are no discounts for

affiliate programs for movies displayed in the 4DX room.

Safety warning:

4DX seats can be dangerous for pregnant women, people with high blood pressure, heart disease, elderly people, people with disabilities, people with spine, head or neck disorders, people with epilepsy or other illnesses or people with weak or nervous systems. These people should also not use 4DX seats without doctor's permission. 4DX seats can cause imbalance, headaches or queasiness and, in special cases, symptoms similar to epilepsy. 4DX seats are not suitable for babies or young children and may not be used by children under the age of 4 years. Sitting on the knees is forbidden. Children from 4 to 7 years of age can use 4DX seats under adult supervision. The use of pads on 4DX seats is forbidden.

Safety guidelines:

Please always stay in your own seat during the projection, unless you are leaving the projection room. In case of any discomfort or need for help, please immediately call the staff member present in the projection room. It is forbidden to obstruct the spaces between the seats with personal effects or other objects. You must under no circumstances put your arms or legs in between the seats.

It is forbidden to bring valuables to the cinema. If this is not the case, you must secure and protect your property as well. It is forbidden to stand on footrests and be careful not to trip or tip over against the footrest when sitting on or standing up from the 4DX seat. It is forbidden to bring coffee, tea or other hot drinks into the projection room as they may spill. Cold drinks should be kept in a mug with a lid and should only be drunk in scenes that do not show intense movement.

Any person who is found to be under the influence of drugs may not be admitted to the 4DX projection room or may be asked to leave the 4DX projection room immediately without the right to any refund of the ticket price. It is forbidden to wear or protect delicate clothing because 4DX uses fans, soap bubble machines, stroboscopes and smoke generators to create wind, odour, bubbles or water effects.

4DX projections are not suitable for:

- (i) Persons suffering from high blood pressure, heart disease, diseases of the spine, head or neck, epilepsy or any other serious illness;
- (ii) Elderly, disabled or blind persons;
- (iii) Pregnant women;
- (iv) Persons susceptible to travel sickness or persons who are physically or mentally sensitive;
- (v) Intoxicated persons;
- (vi) Children under 4 years of age (children between 4 and 7 years of age should be looked after by adults);
- (vii) Persons under 100 cm tall;
- (viii) Persons weighing more than 120 kg.

40. Cinema City reserves the right to amend these Terms and Conditions, and the amended Terms and Conditions will be published on the www.cinema-city.pl and in the Cinema City cinemas.