

# REGULATIONS

of the event organized under the name **Dreamersland 2027**

from **14 July 2027 at 16:00 until 18 July 2027 at 14:00**

(hereinafter: the “Festival Term”)

**in Poland – the exact location will be announced no later than 8 September 2026**

(hereinafter: the “Festival Site” or “Site”, the “Festival”)

## §1 General Provisions

1. These Regulations set out the rules of participation in the Festival, safety conditions and the rules for using the Festival Site.
2. The purpose of these Regulations is to ensure the safety of Participants and to regulate the rights and obligations of Participants in connection with the purchase of an admission ticket (hereinafter: the “Ticket”).
3. The Organizer of the Festival is Dreamersland Sp. z o.o., ul. Żegańska 21/23, 04-713 Warsaw, KRS 0000990809, NIP 9522231708.
4. Persons who purchase a Ticket and enter the Festival Site (hereinafter: the “Participants”) agree to comply with these Regulations.

## §2 Pre-sale (Pre-order)

1. During the pre-sale (pre-order) period, Tickets are offered at a promotional price before the exact location of the Festival is announced.
2. **The Buyer acknowledges that the Festival will take place in Poland, and the location will be announced no later than 8 September 2026.**
3. The lack of an indicated location at the time of purchase does not constitute grounds for a refund of the Ticket or a reduction of its price.
4. The promotional price of Tickets in pre-sale reflects the element of anticipation for the Organizer’s selection of the final location.
5. After the location is announced, all Tickets purchased in pre-sale remain valid.
6. The event will take place in Poland at a location appropriate and suited to the theme of the Festival.

## §3 Ticket Sales

1. **Tickets are non-refundable, as provided by applicable law.**

2. Pursuant to Article 38(1)(12) of the Consumer Rights Act of 30 May 2014, the Buyer is not entitled to withdraw from a distance contract for the sale of tickets for cultural events with a specified date or period of performance. This means that Tickets purchased for the Festival are non-refundable and non-exchangeable, except in cases expressly provided for in these Regulations.
3. The purchase of a Ticket constitutes acceptance of these Regulations.
4. A single Ticket entitles one person to enter the Festival, within the scope and conditions resulting from the type of Ticket (e.g., multi-day ticket, one-day ticket, concessionary ticket).
5. For concessionary tickets, the Organizer is entitled to verify entitlement to the concession on the basis of an appropriate document.
6. The Ticket is a bearer document – the right of entry is granted to each holder of a valid Ticket. Upon verification, the Ticket code is exchanged for a wristband, and the Ticket itself becomes invalid. The Organizer is not responsible for the consequences of the Ticket being made available by the Buyer to third parties.
7. Tickets are issued exclusively in electronic form and are subject to verification upon entry. Ticket sales are conducted exclusively through the website [www.dreamersland.eu](http://www.dreamersland.eu).
8. The absence of the Participant at the Festival for personal reasons does not constitute grounds for a refund of the Ticket price or for its transfer to subsequent editions of the event.

## **§4 Participation**

1. Upon presenting a valid Ticket, the Participant receives an identifier (wristband) which entitles them to enter and leave the Festival Site multiple times during the Festival. Wristbands must not be removed or transferred to another person. Removal or damage of the wristband results in the loss of the right of entry; duplicates are not issued.
2. Unauthorized entry to the Festival Site constitutes a violation of the Regulations and entitles the Organizer to pursue appropriate compensation claims, including in the form of a lump-sum charge. Pursuing lump-sum claims does not exclude the Organizer's right to seek damages exceeding their amount if the damage incurred is greater.
3. The Organizer has the right to refuse entry to or remove from the Site persons who are under the influence of alcohol or intoxicants, in possession of dangerous items, unable to confirm their identity, or behaving in a manner that poses a threat to safety or public order.
4. The Participant agrees to baggage and clothing checks by security services to the extent necessary to ensure safety. Refusal to undergo such checks constitutes grounds for refusal of entry or removal from the Site without the right to a refund of the Ticket price.
5. Minors may participate only under the supervision of an adult guardian; children up to 12 years of age are admitted free of charge.
6. The Participant may take photos and recordings solely for their own private use. The use of photo/video materials for commercial purposes without the consent of the Organizer and artists is prohibited.

## **§5 Organizational and Safety Rules**

1. For the common safety and comfort of all Participants, the following rules apply:
2. Participants are required to follow the instructions of security services and to care for the Festival Site, nature, and infrastructure.
3. Bringing, possessing or consuming alcohol and any intoxicating substances on the Festival Site is prohibited.
4. Lighting fires outside designated areas is prohibited.
5. The Participant bears full responsibility for any material or non-material damage caused to the Organizer, other Participants or subcontractors.
6. The Organizer reserves the right to make changes to the Festival program, including changes to the order of performances, start times, and potential replacement of artists (e.g., due to illness, tour cancellation, or artist withdrawal). Such changes do not constitute grounds for a refund of the Ticket.
7. The Organizer is not responsible for items left, lost, or stolen on the Festival Site.
8. The Festival takes place outdoors, in a natural setting, which may not be adapted to the needs of persons with disabilities or mobility difficulties. The Organizer bears no responsibility for accessibility limitations resulting from the nature of the terrain.
9. Conducting any commercial, catering, promotional, or advertising activity on the Festival Site without the Organizer's written consent is prohibited.
10. It is prohibited to bring or use, inter alia: weapons and ammunition, explosives, fireworks and pyrotechnics, glass containers, drones, laser pointers, corrosive and flammable substances, and other objects and substances that may pose a threat. Items deemed dangerous may be retained until the end of the Festival or handed over to the relevant authorities.
11. Animals – bringing animals onto the Festival Site or letting them loose is prohibited, except for assistance dogs.
12. Participants are requested to use their own reusable dishes, bottles, and cutlery, and to minimize the amount of waste generated. The Organizer encourages responsible ecological behavior and care for the shared space.
13. The Festival is held outdoors, regardless of weather conditions. Participants are required to adequately prepare for various weather conditions (clothing, footwear, protective equipment). Adverse weather conditions do not constitute grounds for a refund of the Ticket or any claims against the Organizer.
14. Only ecological, environmentally friendly soaps, hygiene products and cosmetics may be used on the Festival Site. Participants are also obliged to comply with the site's regulations and with the Organizer's rules and guidelines regarding environmental protection.

## **§6 Change of Venue or Date of the Festival**

1. The Organizer intends and commits to hold the Festival at the announced location and date; any changes may occur only in exceptional circumstances.
2. After the final location of the Festival in Poland is announced for 2027 (no later than 8 September 2026), the Organizer reserves the right to change the venue or date of the Festival due to reasons beyond its control but related to organizational, technical, logistical, or legal issues preventing the event from being held in its originally announced form. A change of venue within the same town, province, or region does not constitute a material change and does not entitle the Participant to resign or request a refund.
3. In the case of a material change of venue or date of the Festival for reasons specified in paragraph 2, understood as moving the entire event to another date or to a different location than announced by 8 September 2026, the Participant has the right, within 7 days from the announcement of the change:
  - a) to confirm participation in the new formula of the Festival, or
  - b) to submit a statement of resignation and obtain a refund of the Ticket value in the form of a voucher. The voucher entitles primarily to participation in the next edition of the Dreamersland Festival. It may also be used for other events organized by the Organizer, provided that they allocate a pool of places for voucher redemption. The voucher is valid for 24 months from the date of issue.
4. Failure to submit a statement within the above deadline shall mean acceptance of the change and retention of the Ticket's validity.

## **§7 Processing of Personal Data and Image (GDPR – summary)**

1. The data controller is Dreamersland Sp. z o.o., ul. Żegańska 21/23, 04-713 Warsaw.
2. Data are processed for the purpose of selling and servicing Tickets and for organizing and ensuring the safety of the event (Article 6(1)(b), (c), (f) GDPR).
3. Participation in the Festival constitutes consent to the recording of one's image in photo/video materials created during the Festival and to their use by the Organizer for documentation, promotional, and marketing purposes, including for the benefit of the Festival, brands associated with Dreamersland, as well as artists and partners cooperating with the event.
4. This consent covers the distribution of image materials, in particular on the internet, social media, printed materials, audiovisual media, and other communication channels used by the Organizer, its brands, artists, and partners.
5. The Organizer respects the Participant's right to object to the use of their image in individual close-up shots.
6. Full information – including the Participant's rights, legal bases, retention periods, and detailed rules for the use of image – is contained in the Privacy Policy available at [www.dreamersland.eu](http://www.dreamersland.eu).

## **§8 Complaints**

1. Complaints may be submitted electronically to [hello@dreamersland.eu](mailto:hello@dreamersland.eu) or in writing to the Organizer's registered office within 14 days after the Festival.
2. A complaint should include contact details, the order/ticket number, and a description of the subject of the complaint.
3. The Organizer shall consider the complaint within 21 days of its receipt and provide a response in writing or electronically.
4. The provisions of this paragraph do not limit the Participant's rights arising from mandatory provisions of law.

## **§9 Force Majeure**

1. Force majeure means extraordinary events entirely beyond the Organizer's control, which could not have been foreseen or prevented, in particular: natural disasters (floods, fires, storms, earthquakes), pandemics and epidemics, armed conflicts, riots, terrorist attacks, long-term infrastructure failures (e.g., power, water), as well as prohibitions or decisions of public authorities preventing the organization of the Festival.
2. In the event of cancellation or postponement of the Festival due to force majeure, the Ticket remains valid for the new date of the Festival or is exchanged for the right to participate in the next edition.
3. In such a case, the Participant is not entitled to a refund of the Ticket price or other costs incurred in connection with the planned participation in the Festival. The Organizer shall make every effort to enable Participants to use the Ticket on the new date.

## **§10 Final Provisions**

1. The Organizer reserves the right to make changes to these Regulations.
2. The Organizer is not liable for costs incurred by Participants in connection with planned participation in the Festival, such as travel, accommodation, meals, or other expenses not directly related to the Ticket price.
3. The Organizer's liability towards Participants is limited to the price of the purchased Ticket, except in cases provided for by mandatory provisions of law.
4. The invalidity of any provision of the Regulations does not affect the validity of the remaining provisions.
5. These Regulations enter into force on 08.09.2025 and are governed by Polish law.