

# *Terms and Conditions of Purchase and Delivery – Kungliga Operan AB/The Royal Swedish Opera*

## *General information*

The following terms and conditions apply when private individuals (you) make an online purchase on [www.operan.se](http://www.operan.se) or at the box office. This is an agreement between you, the customer, and Kungliga Operan AB.

Kungliga Operan AB.

Corporate identity number/organization no: 556190-3294

Address: Box 16094, SE-103 22 Stockholm, Sweden

Telephone: +46 (0)8 791 43 00

All prices are in SEK and include VAT. We reserve the right to change prices without prior notice. The price that was relevant at the time of ordering is what applies regardless of whether the price goes up or down afterwards.

## *The Purchase Agreement*

The purchase agreement is subject to the legal rules of Swedish law. The agreement is entered into between you and the Royal Swedish Opera, org. No: 556190-3294.

All attempts at fraud are reported to the police and the Royal Swedish Opera reserves the right to cancel the purchase if fraud is feared.

All attempts at fraud are reported to the police and the Royal Swedish Opera reserves the right to cancel the purchase if fraud is feared. The Royal Swedish Opera also reserves the right to refuse a purchase of tickets or other products if the Royal Swedish Opera considers/fears that purchases are made for resale purposes.

To be able to make a purchase via [www.operan.se](http://www.operan.se), you must accept the terms. By accepting the terms, you agree to abide by them in full. Furthermore, you agree and confirm that you have read the information about personal data and approved the use of cookies. We ask all users to create an account with us so that we can offer you the best possible service. Under your account you can, among other things, see your previous purchases, upcoming events, manage your upcoming events (change date and location), change your personal information or marketing preferences. When you have an account with us, you can also log in to resend your tickets at any time.

## *Payment*

### *On our website*

In collaboration with Swedbank Pay (org. No: 556714-2798), a third-party provider of payment services, The Royal Swedish Opera offers credit card payment and Swish when you shop at [www.operan.se](http://www.operan.se) (our website).

You can pay for your tickets with Mastercard, VISA and American Express. All communication between you and [www.operan.se](http://www.operan.se) takes place in encrypted form, which means that no one else can see your card information. Swedbank Pay saves your card details in their PCI-secure environment in order to simplify future purchases with pre-filled card details.

An order confirmation will be sent to you automatically at the e-mail address you have entered when The Royal Swedish Opera has received your order.

#### *At the Box Office*

You can pay for your tickets with Mastercard, VISA, American Express and Diners. When you pay at the box office via a card terminal, the payment is handled by the payment service provider Verifone Stockholm AB (corporate identity number: 556567-2200).

An order confirmation will be sent to you at the e-mail address you have entered when The Royal Swedish Opera has received your order.

#### *Fees*

If you choose the delivery option "post", The Royal Swedish Opera will print out your ticket and send it to the postal address you have entered when booking. The delivery option "post" generates a fee of 50 SEK per shipment and may not weigh more than 100 grams. The Royal Swedish Opera only sends tickets within Sweden and the delivery time is up to five work days. We reserve the right to delay deliveries in connection with public holidays. The delivery option "pick-up at the ticket office" generates a fee of 30 SEK per ticket. Possible only for purchases made on the website, [www.operan.se](http://www.operan.se). Pick up can only take place during the ticket office's normal opening hours, according to the information on [www.operan.se](http://www.operan.se). You as a consumer are responsible for the tickets being picked up well in advance of the start of the show.

For purchases at the ticket office or by telephone, a service fee of SEK 30 per ticket will be added. Charged service fee, as well as any delivery fees will not be refunded at a cancelled event.

#### *Tickets*

Each individual booking has an order number and each ticket in the booking has a unique QR code. When you buy a ticket from the Royal Swedish Opera, you as a consumer are ultimately responsible for ensuring that the order is correct. It is therefore important that you check the information for your event, such as time, day, place, type of ticket before the purchase is completed. The type of ticket you have purchased must be supported by an ID document in connection with scanning your ticket. It is not permitted to transfer purchased tickets for re-selling, commercial profit or other commercial purposes.

If this is violated, we reserve the right to cancel the ticket.

*Your ticket can be delivered to you in the following way*

### *E-ticket/PDF*

An E-ticket is a PDF that is sent to the specified e-mail address in connection with the purchase. You can show your ticket on your mobile phone or in printed format. The ticket contains a unique QR code that is scanned during your visit. The ticket with the printed QR code is a document of value that gives you entry to your purchased event. The QR code is only valid once.

### *Physical tickets*

The physical ticket also has a unique QR code that is scanned during your visit. The ticket with the printed QR code is a document of value that gives you entry to your purchased event. The QR code is only valid once.

### *Gift vouchers*

The gift voucher is valid for two years from the date of issue and cannot be redeemed for cash. Does not apply to restaurants. We do not replace gift cards in case of loss.

### *Refund*

Purchased tickets are only refunded at a cancelled event. Tickets paid directly at the time of booking are considered purchased. Repayment is made by you receiving a credit on your account on operan.se. If you want a refund to your bank card / bank account, you must contact customer service (contact information can be found at operan.se). Charged service fee, as well as any delivery fees will not be refunded. The Distance Contracts Act does not apply to the purchase of event tickets.

### *Change*

Purchased tickets can be exchanged for another performance during the current season. In that case, change will take place no later than 1 working day before the day of the performance. The change can be made both via your account at [www.operan.se](http://www.operan.se) or at the ticket office / customer service. In the event of a difference, you can either be charged for the cost incurred or be reimbursed in the form of a credit in your account. The credit is valid during the current season. The validity period for the credit is stated in your account.

There is a fee of SEK 30 per ticket at the ticket office for a change. Purchased ticket for groups cannot be redeemed or exchanged.

### *Exchange of a ticket in a subscription*

If you have signed up for a subscription, you can exchange tickets for another date within the same production, subject to availability no later than 1 working day before the performance date. In the event of a difference, you can either be charged for the cost incurred or be reimbursed in the form of a credit in your account.

### *Donation*

All gifts are in SEK and without VAT. There is no right of withdrawal on a gift.

### *Gift certificate*

For a gift of at least SEK 200 to The Pointe Shoe Appeal, you can get a pair of signed toe shoes.

If you contribute at least SEK 300 to the The Pointe Shoe Appeal, you can choose between two gifts: a charm with toe shoes or a brooch with the Royal Opera's O. For gifts over 500 SEK to The Pointe Shoe Appeal, you can get the brooch with charms hanging in it. For a gift of at least SEK 300 to the Instrument Fund, you can get a brooch with the Royal Opera's O.

The gift certificates can be picked up at the Royal Swedish Opera's ticket office. For those of you who do not live in Stockholm, it is possible to have the gift certificate sent by post to postage.

### *Reservation*

Reservations can only be made at the box office and customer service. Ticket reservation is valid until 10 days after booking. Reservations for groups (organizations, companies and schools) are valid up to two months before the show date. The validity of your reservation is stated in your account.

### *Lost tickets*

Lost physical ticket will not be reimbursed. When choosing an E-ticket / PDF, you as a customer can log in to your account to resend your tickets.

### *Complaints*

We follow the General Complaints Board's recommendations and Swedish law. Complaints must be made within a reasonable time after the error has been discovered, but no later than 3 working days after your visit. For questions about the meaning or if you are dissatisfied with something in connection with your ticket purchase, you can contact us [here](#).

### *Personal data*

When you buy tickets at The Royal Swedish Opera, you provide information about yourself so that we can arrange tickets in a safe and easy way. The Royal Swedish Opera is responsible for handling personal data in accordance with the current Data Protection Regulation (GDPR). Read about how The Royal Swedish Opera handles personal data and about your rights [here](#).

### *Changes to the terms*

The Royal Swedish Opera reserves the right to make changes to the terms at any time. In the event of major changes, we will inform and obtain your consent. If you do not want to accept the changes in the terms or for any reason no longer want an account with the Royal Swedish Opera, you have the right to terminate your account by contacting us [here](#).