

**Discount Pass Purchase Terms and Conditions
for the 25th BNP Paribas New Horizons International Film Festival
for Holders of a VISA Film Card Issued by BNP Paribas Bank Polska S.A.**

§ 1. General Provisions

1. These Terms and Conditions (hereinafter: **Terms and Conditions**) set out the rules for using a discount available to VISA Film Card holders when purchasing a Pass (hereinafter: **Pass**) for the 25th BNP Paribas New Horizons International Film Festival (hereinafter: **25th New Horizons IFF**).
2. The organizer of the 25th New Horizons IFF and the seller of Passes is the NEW HORIZONS Association, with its registered office at ul. Ludwika Zamenhofa 1, 00-153 Warsaw, Poland. The Association is entered in the register of associations, other social and professional organizations, foundations, and independent public healthcare facilities, as well as in the register of entrepreneurs maintained by the District Court for the Capital City of Warsaw, 12th Commercial Division of the National Court Register, under KRS number 0000162000 (hereinafter: **Organizer**).
3. The regulations for purchasing Passes and tickets via the nowehoryzonty.pl website are available on the Organizer's website at: <https://www.nowehoryzonty.pl/artykul.do?id=275>.

§ 2. Terms and Conditions of the Discount

1. The discount for VISA Film Card holders is available for the 25th New Horizons IFF from March 4 to June 17, 2025, and is limited by the general availability of Passes.
2. The discount on the Pass is available to the Buyer, within the meaning of the regulations for the purchase of passes and tickets referred to in § 1(3) above (hereinafter: **Buyer**), who is the holder of a VISA Film Card issued by BNP Paribas Bank Polska Spółka Akcyjna, with its registered office at ul. Kasprzaka 2, 01-211 Warsaw, Poland, entered in the Register of Entrepreneurs of the National Court Register maintained by the District Court for the Capital City of Warsaw, 13th Commercial Division of the National Court Register, under KRS number 0000011571, with NIP 526-10-08-546, and share capital of PLN 147,799,870, fully paid up (hereinafter: **Bank**).
3. The Bank shall establish the rules for issuing and using the VISA Film Card. As of the date these Terms and Conditions enter into force, the rules are available on the Bank's website at: <https://www.bnpparibas.pl/klienci-indywidualni/karty/karta-filmowa>.
4. The discount amounts to PLN 100 off the regular Pass price.
5. To take advantage of the discount, the Buyer shall provide the first 9 (nine) digits of the VISA Film Card number when placing the order.
6. Payment for the discounted Pass must be made using a VISA Film Card, in one of the methods specified by the Organizer, in accordance with the regulations for purchasing passes and tickets referred to in § 1(3) above.
7. Each Buyer may order only one discounted Pass per VISA Film Card.
8. Organizer represents that the first 9 (nine) digits of the VISA Film Card number do not constitute personal data, as they do not allow the identification of a natural person (they do not allow the identity of the cardholder to be determined).
9. The discount for VISA Film Card holders is available during the 25th New Horizons IFF and is limited by the general availability of Passes.
10. Receipt of the discounted Pass shall only be possible upon presentation of an identity card and a VISA Film Card, provided that the name on the presented identity card and VISA Film Card matches the name of the Buyer.

§ 3. Complaint Procedure

1. The Buyer may submit any Complaints regarding the use of the discount for VISA Film Card holders in writing to the Organizer's address or electronically to pomoc@nowehoryzonty.pl.
2. The Complaint must include the Buyer's name, surname, postal address, and e-mail address.
3. Organizer shall review Complaints within 14 days of receipt. If Organizer does not respond to the Complaint within this period, the Complaint shall be deemed valid.

4. Organizer shall apply the provisions of these Terms and Conditions and applicable Polish law when reviewing the Complaint.
5. The Buyer shall be notified of the Organizer's decision in writing to the postal address or by e-mail to the e-mail address provided in the Complaint.
6. In the scope of services provided by the Bank, the Buyer may submit Complaints (objections) directly to the Bank.
7. Complaints to the Bank may be submitted in writing — in person at the Bank's branches or headquarters, or by post to the Bank's headquarters: BNP Paribas Bank Polska Spółka Akcyjna, with its registered office at ul. Kasprzaka 2, 01-211 Warsaw, Poland. Complaints may also be submitted orally — by phone via the Bank's helpline at 500 990 500 or (+48 22) 134 00 00, available 24 hours a day, 7 days a week (call charges according to the operator's price list), or in person at a Bank branch. Complaints may also be submitted electronically — via the Bank's electronic banking systems or using the form available on the Bank's website: www.bnpparibas.pl.
8. After the Buyer submits a Complaint, the Bank shall review the Complaint and provide the Buyer with a response in writing (by letter), via another durable information medium, or — upon Buyer's request — by e-mail.
9. Pursuant to the Act of 5 August 2015 on the Handling of Complaints by Financial Market Entities, on the Financial Ombudsman, and on the Financial Education Fund (hereinafter: Complaints Act), the Bank shall respond to Complaints without undue delay, but no later than 30 days from the date of receipt. To meet this deadline, it shall be sufficient for the Bank to send the response before the deadline expires. In particularly complex cases that prevent the Bank from reviewing the Complaint and providing a response within the above deadline, the Bank shall inform the Buyer of the reason for the delay, indicate the circumstances requiring additional clarification, and specify the expected deadline for reviewing the Complaint and providing a response, which shall not exceed 60 days from the date of receipt of the Complaint.
10. The Bank's review and response to Complaints regarding payment transactions and other payment services, within the meaning of the Act of 9 September 2011 on Payment Services, shall proceed in accordance with § 3(4) above, but no later than 15 business days from the date of receipt of the Complaint. In particularly complex cases that prevent the Bank from reviewing and responding to the Complaint within the above deadline, the expected date for reviewing and responding to the Complaint shall not exceed 35 business days from the date of receipt. To meet this deadline, it shall be sufficient to send the response before the deadline expires. In the case of responses provided in writing, it shall be sufficient to send the letter to the post office of the designated operator, i.e., the operator obliged to provide universal postal services.
11. If the Bank does not uphold the claims presented in the Complaint, the Buyer shall have the right to appeal to the Bank's Customer Ombudsman, in writing to the following address: Customer Ombudsman, BNP Paribas Bank Polska S.A., ul. Kasprzaka 2, 01-211 Warsaw, or via the "complaint appeal form" available at www.bnpparibas.pl.
12. The Bank's complaint procedure does not exclude the Buyer's right to pursue claims under generally applicable law.

§ 4. Final Provisions

1. These Terms and Conditions shall be governed by the laws in force in the Republic of Poland. In matters not covered by these Terms and Conditions, the provisions of generally applicable law shall apply. The Polish language shall be used in all relations between the Organizer and the Buyer.
2. The court with jurisdiction to resolve disputes related to the implementation of these Terms and Conditions shall be determined in accordance with the provisions of the Act of 17 November 1964 – Code of Civil Procedure, the text of which is available, among other places, on the website of the Sejm of the Republic of Poland at: <http://isap.sejm.gov.pl/>.
3. The provisions of art. 15-46 and art. 45814 §4 of the aforementioned Code shall apply. As a general rule, a lawsuit against a legal person (such as the Organizer) shall be filed with the court having jurisdiction over the legal person's registered office. However, the aforementioned Code also contains provisions modifying this rule, for example in cases related to the right to conclude a contract, determine its content, amend the contract, determine the existence of the contract, perform it, terminate or rescind it, as well as in cases seeking compensation for non-performance of the contract. A consumer may also file a lawsuit against a business entity with the court having jurisdiction over the consumer's place of residence.
4. The provisions of the Terms and Conditions in force at the time the Pass sale agreement is concluded shall apply to the exercise of the right to use the discount.

5. The Organizer reserves the right to amend the Terms and Conditions for valid reasons, in particular due to changes in legal regulations or technological developments. Any amendments to the Terms and Conditions shall not affect discounts granted to Buyers prior to such amendments.
6. These Terms and Conditions shall enter into force on February 28, 2025.