

Terms and Conditions for the Safety Measures required in the context of the COVID-19 Pandemic

amending the Terms and Conditions for Ticket Sales of Austrian Federal Theatres
and the Terms and Conditions for Sale-or-Return Business
until further notice

1. General

For the purchase of tickets of Austrian Federal Theatres, these Terms and Conditions shall prevail over the Terms and Conditions for Ticket Sales and the Terms and Conditions of Sale-or-Return Business only in those cases where they deviate. In all other respects, the aforementioned Terms and Conditions shall remain in effect.

The Terms and Conditions for the Safety Measures required in connection with the COVID-19 Pandemic reflect the status as of the date listed below. **Due to official or other requirements after this date, the conditions for ticket sales and performance attendance may change on an ongoing basis.** If possible, Austrian Federal Theatres will inform you of such changes. In any case, it is your own responsibility to inform yourself about the latest developments on the websites of the theatre houses (www.burgtheater.at, www.wiener-staatsoper.at, www.volksoper.at).

2. Safety measures

Austrian Federal Theatres are aware of their responsibility when organising their events; all requirements of the federal government and the municipality of the City of Vienna for hosting events are implemented in compliance with the prevention concept for the containment of the COVID-19 pandemic approved by the health authorities. For each theatre house of Austrian Federal Theatres, management has appointed a designated COVID-19 officer to ensure compliance with the prevention concept.

The prevention concept also includes safety measures for the audience, which must be observed without exception. Cooperation of the audience in complying with the safety measures is absolutely essential. Non-compliance with these safety regulations may, if necessary, lead to the persons concerned being denied admission or requested to leave the venue. In such a case, the ticket price will not be refunded.

Visitors are reminded that any admission times printed on the tickets, as well as entrance and lounge areas, must be observed and adhered to.

An FFP2 mask must be worn throughout the building – also during the performance – in accordance with official requirements.

The ushers have orders to instruct the audience on adequate behaviour and ensure compliance with the safety regulations.

Austrian Federal Theatres do not accept any liability for infections or resultant consequential damage. This does not apply to infections caused by gross negligence of staff employed by Austrian Federal Theatres at the performance venues.

Attending performances as well as the staying in the venues is at your own risk!

3. Admission testing

Attending an event is possible only upon presentation of an official admission test. Currently, the following test certificates are accepted, which must not be older than indicated in parentheses when being admitted to the event:

- Self-test with digital solution (max. 24 hours old)
- Antigen test (max. 48 hours old)
- PCR test (max. 72 hours old)

The test certificate must be presented to the ushers when entering the building and without being asked together with an official photo ID.

Persons having had a Sars-Cov-2 infection are exempt from mandatory testing for six months from the date of recovery. Likewise, persons who have been vaccinated against Sars-Cov-2 and received the first vaccination more than 21 days ago are also exempt from the testing obligation. An officially approved document to this effect is to be presented to the ushers when entering the building and without being asked together with an official photo ID.

4. Personalisation of tickets

All tickets will be personalised without exception and the name of each visitor will be printed on the ticket to enable rapid tracing in case of a suspected infection. Please make sure that, when you purchase tickets for other visitors, you are allowed to provide their contact details.

Tickets will not be sold to unnamed visitors!

When purchasing tickets, the telephone number and/or email address of each visitor must be disclosed in connection with their seat in case the authorities need to contact you. Data such collected will be shared only by official request.

Only the person named on the ticket will be allowed to enter and attend the event. An official photo ID must be presented to the ushers upon entering the building and without being asked.

Tickets may not be passed on to third parties unless the printed name is updated. With print@home tickets, you can update the personalisation yourself online (on the website of the respective theatre house, i.e. www.burgtheater.at, www.wiener-staatsoper.at, or volksoper.at or on culturall.com). Updating is possible at the Bundestheater box offices up to one day prior to the performance at the latest.

The resale of tickets for commercial purposes is prohibited without the organizer's approval. With approved commercial resales, Austrian Federal Theatres must be provided with the name, e-mail address and/or telephone number of the visitor for each seat, and it must be

ensured that one seat remains vacant between groups of visitors.

5. Seating

Seats will be assigned in compliance with the legal provisions in force. Assigned seats must be strictly adhered to. The theatre houses of Austrian Federal Theatres reserve the right, for organizational reasons, to provide seats in the same category other than those listed on the ticket. The instructions of the ushers must be complied with at all times.

No standing room may be offered until further notice.

6. Sale-or-return

If a sale-or-return system has been set up, only the entire transaction, but not individual tickets, can be returned for sale. Tickets from the special order campaign for subscribers of the Vienna State Opera are not eligible for sale-or-return.

7. Special rules for returned tickets

Should individual customers be unable to attend a performance in the wake of measures imposed by the authorities in connection with the COVID-19 pandemic, the ticket price will be refunded upon presentation of official proof no later than one day prior to the performance.

8. Changes of cast and programme

COVID-19-related cast, programme and start time changes do not entitle ticket buyers to return their tickets. In case of changes, ticket buyers will be informed by the theatre houses of Austrian Federal Theatres to the extent possible.

9. Cancellation of performances

If a performance must be cancelled due to COVID-19, customers will be refunded the ticket price in full or – if an event has to be ended prematurely – on a pro-rata basis. The ticket price may also be refunded in the form of vouchers. Further claims shall be excluded in any case.

May 2021