

Order form

Yes, I would like to order a **BundestheaterCard** and choose a card

- ☐ with attractive benefits with a SEPA Direct Debit mandate (i.e. with direct debit authorisation)
☐ with attractive benefits without a SEPA Direct Debit mandate (i.e. without direct debit authorisation)

Personal details (required fields are marked *):

Title*: ☐ Ms ☐ Mr ☐ Mx

Last name*: First name*: Academic degree:

Customer number (if known): Date of birth:

Street name* and number*:

Postal code*: Town*: Country*:

Tel.: E-Mail*:

Additional information required for ordering the BundestheaterCard with a SEPA Direct Debit mandate

(available only for accounts in EU Member States whose national currency is the euro):

SEPA Direct Debit Mandate (Authorisation)

IBAN: BIC:

Account holder:

PAYMENT RECIPIENT: **ART for ART Theaterservice GmbH, Goethegasse 1, 1010 Vienna, Austria**

CREDITOR ID: AT73ZZZ00000072342

MANDATE REFERENCE: (will be communicated separately)

By signing this mandate form, you authorise ART for ART Theaterservice GmbH on behalf of and for the account of Wiener Staatsoper GmbH, Burgtheater GmbH and Volksoper Wien GmbH to send instructions to your bank to debit your account and your bank to debit your account in accordance with the instructions from ART for ART Theaterservice GmbH. The authorisation covers the purchase of goods and services from the above companies. As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank. A refund must be claimed within 8 weeks starting from the date on which your account was debited. Your rights regarding the above mandate are explained in a statement that you can obtain from your bank. If your bank details as stated above change, please inform ART for ART Theaterservice GmbH without delay of your new details to avoid failed collections.

Stay informed

Our newsletters keep you up to date on special offers and the latest news. If you are not already subscribed to one of our newsletters, you can do so by **ticking the desired boxes** below:

- ☐ **Burgtheater** newsletter
☐ **Staatsoper** newsletter

- ☐ **Volksoper Wien** newsletter
☐ **Wiener Staatsballett** newsletter

I hereby consent that my above data may be processed for the purpose of sending the selected newsletters. This consent can be revoked at any time. More information about privacy can be found in the relevant privacy policies at www.burgtheater.at, www.volksoper.at and www.wiener-staatsoper.at. In addition to the general newsletters, you can also subscribe to other newsletters on these websites.

By signing this form, I agree

- that the purchase of goods and services from Burgtheater GmbH, Volksoper Wien GmbH and Wiener Staatsoper GmbH is governed by the General Terms and Conditions as amended from time to time, and
- that the order and use of the BundestheaterCard is governed by the General Terms and Conditions for the BundestheaterCard as amended from time to time.

The General Terms and Conditions, privacy policies and information on the processing of personal data are available on the websites of the relevant companies.

Place, date

Signature of the customer / authorised signatory for the above account

Please complete and sign this form and submit it at the Austrian Federal Theatres box offices, Opernring 2, 1010 Vienna, or at one of the daytime box offices of the Austrian Federal Theatres, or send it by mail to: ART for ART Theaterservice GmbH, Kartenvertrieb, Goethegasse 1, 1010 Vienna.

General Terms and Conditions for the BundestheaterCard applicable from the 2022/2023 season onwards (from 1 September 2022)

The BundestheaterCard is a free customer card of Burgtheater GmbH, Wiener Staatsoper GmbH and Volksoper Wien GmbH (hereinafter referred to as the "Federal Theatres" or "Theatre Companies"). It is administered by ART for ART Theaterservice GmbH (hereinafter referred to as "ART for ART") on behalf of the Federal Theatres based on these General Terms and Conditions. The BundestheaterCard can also be combined with a SEPA Direct Debit mandate.

The BundestheaterCard entitles the customer to participate in the benefit programme of the Federal Theatres. Information on the benefits currently offered by the BundestheaterCard can be obtained on the websites of the Theatre Companies or from the Austrian Federal Theatres box offices. The Federal Theatres are entitled to amend these benefits at any time or to replace any acquired benefits with others or revoke them if the BundestheaterCard is discontinued. Benefits cannot be applied retroactively to tickets or items already reserved or purchased.

You can order the BundestheaterCard by submitting the completed and signed order form as follows:

- in person at the Austrian Federal Theatres box offices, Opernring 2, 1010 Vienna;
- by mail to: ART for ART Theaterservice GmbH, Kartenvertrieb, Goethegasse 1, 1010 Vienna;
- scanned by email to tickets@bundestheater.at

Once the application has been processed and the BundestheaterCard has been issued, it can be picked up at the Austrian Federal Theatres box offices; alternatively, it will be sent by mail within four weeks of the order date. If a SEPA mandate is used, proof of identity (official photo ID) must be provided upon request. The BundestheaterCard will be issued automatically to all subscribers of the Federal Theatres. By using the BundestheaterCard for the first time, the subscriber accepts these General Terms and Conditions. Only one BundestheaterCard will be issued per customer (natural person or legal entity). The card is not transferable. If the card is lost or stolen, the customer should therefore notify ART for ART as soon as possible (tickets@bundestheater.at, ART for ART Theaterservice GmbH, Kartenvertrieb, Goethegasse 1, 1010 Vienna).

The BundestheaterCard can be used on the websites of the Federal Theatres: www.wiener-staatsoper.at, www.volksoper.at and www.burgtheater.at. This requires that an email address for this purpose is already on file with the Federal Theatres or is provided on the order form. Should this not be the case and should the customer wish to use the BundestheaterCard online, the customer needs to get in touch with the Federal Theatres. The BundestheaterCard can only be used once it has been activated by the Federal Theatres.

The parties may terminate the contractual relationship concerning the BundestheaterCard at any time and without stating any reason, giving one month's notice.

By terminating the contractual relationship, the customer loses his/her right to use the benefits of the BundestheaterCard. The Federal Theatres will advise the customer of this loss of benefits in the written notice of termination sent in due time by mail to the address last indicated by the customer or by email to the email address last specified, provided that the customer has consented to the use of his/her email address.

For information on data processing and the related rights, please refer to the privacy policies on the websites of the Federal Theatres (www.wiener-staatsoper.at, www.volksoper.at and www.burgtheater.at).

The place of jurisdiction is Vienna. Austrian law applies.

BundestheaterCard with a SEPA Direct Debit mandate

As a holder of the BundestheaterCard, the customer can also make payments by means of a SEPA Direct Debit mandate. The SEPA Direct Debit mandate is granted to ART for ART, which handles payments for the relevant Theatre Company. The SEPA Direct Debit mandate gives ART for ART the revocable permission to collect the invoiced amount for a completed purchase from the indicated bank account on behalf of and for the account of the relevant Theatre Company. The mandate also authorises the bank holding the account to execute the SEPA Direct Debit transaction, but it is under no obligation to do so, especially if the funds available in the account are insufficient to cover the payment. The customer is entitled to request a refund from his/her bank within eight weeks of being debited. However, the customer undertakes to demonstrably inform ART for ART in writing before doing so (tickets@bundestheater.at or ART for ART Theaterservice GmbH, Kartenvertrieb, Goethegasse 1, 1010 Vienna). If the customer's bank does not execute the SEPA Direct Debit transaction, the company that sold the tickets has the right to cancel the purchase and charge the customer for the SEPA Direct Debit costs. The customer is obliged to inform ART for ART of any changes of the account without delay.

If the BundestheaterCard is used to book tickets in person or over the phone, the Federal Theatres reserve the right to ask for a personal identifier.

SEPA Direct Debit mandates are currently accepted for accounts within the European Union if the national currency of the country in which the account is kept is the euro.

Amendments of these General Terms and Conditions may be made by the Federal Theatres at any time and also apply to existing contractual relationships. The currently valid version is available on the websites of the Federal Theatres (www.wiener-staatsoper.at, www.volksoper.at and www.burgtheater.at) or will be sent to the customer upon request. Unless such amendments exclusively benefit the customer, the customer will be notified thereof in an appropriate manner and provided with a summary of the essential points no later than one month before the amendments take effect. In this notification, the customer is also advised that he/she has the right to terminate the contract until the date on which the amendments take effect.

as of: April 2022