



**Re: non-cash payment – vouchers / e-ticketing
Admissions to Schönbrunn / Hofburg Imperial Apartments /
Imperial Furniture Collection**

Dear Customer,

Thank you for the interest you have expressed in non-cash payment of admission charges for the display rooms at Schönbrunn Palace, the Hofburg and the Imperial Furniture Collection using our voucher and/or e-ticketing systems.

Below are details of both systems, which are available to registered customers.

Voucher system

The precondition for payment by voucher is the conclusion of a voucher agreement.
A SEPA- direct debit autorisation.

Payee: Schloß Schönbrunn Kultur- & Betriebsges.m.b.H., Schloß Schönbrunn, 1130 Wien
Erste Bank der österreichischen Sparkassen AG, account no: 277-108-448/01
Bank code: 20111 IBAN: AT342011127710844801 BIC: GIBAAATWW

Customers who are not EU, EWR, Swiss or Monaco must deposit a payment of € 800 as security which remains with the SKB until the termination of the voucher agreement and cannot be set off against current payments. In subsequent years the maximum monthly turnover will be used to calculate the sum deposited as security, in the event that this exceeds € 800.

Please note that all bank charges for the remitting of payment from abroad must be borne exclusively by yourself.

Please note that any delay in payment from you will result in immediate blocking of our voucher agreement.

Following the conclusion of a voucher agreement and the issuing of a direct debit instruction or the depositing of a security payment we will send you the barcode stickers for your vouchers and your reservation number.

For further information on the voucher agreement please refer to the enclosed STB.

E-ticketing

You can also register as an e-ticketing customer.

The precondition for using the e-ticketing system is the conclusion of an e-ticketing agreement.

With this system you will not need to issue a direct debit instruction or deposit a security payment. Payment is made by credit card. You can print out your ticket directly and can also be sent the ticket by email. Please note that sales from online purchase of tickets are not subject to the discount system applying to the voucher agreement.

The prices of admission valid for e-tickets are the same as those valid for the voucher agreement. At present e-tickets may only be purchased for the display rooms at Schönbrunn (Grand Tour and Imperial Tour).

For further information on the e-ticketing system please refer to the enclosed STB.

If you are interested in one of our payment systems please complete and send the enclosed form together with the signed and completed agreement to:
Schloß Schönbrunn Kultur- & Betriebsges.m.b.H., Schloß Schönbrunn, 1130 Wien
to att. Irene Horacek-Pratsch

You may also conclude agreements for both payment systems.

Following verification of all your particulars we will send you the agreement(s) signed by us together with the necessary barcodes and access codes for bookings and/or the access codes for the e-ticketing system.