

## **General Terms and Conditions**

### *of the Schloss Schönbrunn Kultur- und Betriebsges.m.b.H. for private group reservations*

Valid as of 13.1.2016

#### **1. General**

- 1.1 These General Terms and Conditions apply to all conclusions of contract of the Schloss Schönbrunn Kultur- und Betriebsges.m.b.H. (hereafter SKB) for the reservation of private groups that are not regulated by a voucher agreement.
- 1.2 We differentiate between the following types of private groups in Schönbrunn and Hofburg: 1. Private groups with audio guides respectively tourist description (included in the admission fee). 2. Guided private groups. Special guided tours are provided for the guided private groups (during opening hours) and evening guided tours (outside the opening hours).
- 1.3 Guided tours shall be organised exclusively by accredited tourist guides respectively by the SKB's own guides.
- 1.4 The visitors obligate themselves to keep the respective House Rules for the visited exhibition rooms, the Maze, the Gloriette, the Orangery and Crown Prince Garden and the Children's Museum in Schönbrunn Palace, the Imperial Apartments, the Sisi Museum and the Imperial Silver Collection in the Hofburg and the Hofmobiliendepot • Möbel Museum Wien (Imperial Furniture Museum) and Schloss Hof / Niederweiden. The House Rules can be viewed both on the respective websites and also on site on notice boards. The accompanying adults are responsible for children's groups.

#### **2. Reservations**

- 2.1 Reservations for appointments during opening hours are accepted online (via reservation form on the respective website, menu item "Group Reservations") exclusively for groups of over 10 persons. Up to 10 persons may book their tickets directly on the online ticket platform [www.imperial-austria.at](http://www.imperial-austria.at). Should you wish to reserve a private guided tour (as of 1 person), please contact us by telephone or e-mail.
- 2.2 We check the desired reservation time and date according to availability. Visitors then receive a binding reservation by e-mail in the form of a reservation confirmation, which contains all important data such as reservation number, admission time, type of ticket, type of booked guided tour, number of visitors, client, etc.

2.3 Reservations for evening guided tours: Dates are solely bookable on request and according to availability. Please send reservation requests directly by e-mail to the respective location; for Schönbrunn to [events@schoenbrunn.at](mailto:events@schoenbrunn.at). The respective desired time and date must be confirmed or cancelled at least one month prior to the date (apart from the Hofmobiliendepot-Imperial Furniture Museum). For definite bookings, you receive a booking form with all information and the payment conditions. For short-notice alterations or cancellations see point 3.4.

### 3. Alterations and Cancellations

3.1 Alterations and cancellations of reserved tickets without guided tours (i.e. with audio guides respectively tour description) are possible at any time free of charge by telephone – 0043-1-81113-239 – or by e-mail ([reservierung@schoenbrunn.at](mailto:reservierung@schoenbrunn.at)). In the Hofburg: 0043-1-5337570-715 or by e-mail ([reservierung@hofburg-wien.at](mailto:reservierung@hofburg-wien.at)).

3.2 Alterations can be made at any time for special reserved guided tours according to availability.

3.3 Cancellations of special guided tours are possible free of charge up to 1 week (7days) before the arranged time and date. After this period, a cancellation and no-show fee of € 250,- is charged to the specified contact address.

3.4 Cancellation procedures for evening guided tours: Cancellations up to 1 week (7days) are possible free of charge. After this period, cancellation costs are charged to the amount of the hitherto arising costs (at least € 250,-). However, should there be a cancellation or no-show of the group on the day of the evening guided tour, the respective minimum flat rate shall be charged per group/guide on duty. This ruling ceases to apply in case of an already rendered part payment to the amount of the minimum flat rate.

### 4. Pick-up

For special guided tours during opening hours

4.1.1 Reservations are picked up exclusively by the client or a person authorised by him/her by stating the reservation number at the Ticket Office.

4.1.2 In Schönbrunn: Reserved tickets must be picked up in the Visitors' Centre at the group ticket office at least 30 minutes prior to admission time. After this, the date automatically expires and can no longer be accessed.

Children's Museum and children's tours in other locations: Offers for schools/day care centres/nurseries can be picked up 5 minutes prior to admission time.

4.1.3 In the Hofburg: Reserved tickets must be picked up at the ticket office 15 minutes prior to admission time. After this the date automatically expires and can no longer be accessed.

Children and school guided tours: These tickets can be picked up 5 minutes prior to admission time.

- 4.1.4. Alterations to reservations/contract (such as number of persons and tour) can only be made at the latest when picking up the tickets at the ticket office. No more alterations can be made in the contract once the contract is concluded (payment).
- 4.1.5 Payment is rendered exclusively during pick-up at the Ticket Office in cash, or by ATM card or credit card.
- 4.1.6 Latecomers who are more than 30 minutes late are no longer entitled to claim that the reserved guided tour can take place as planned.
- 4.2 For evening guided tours (outside opening hours):
- 4.2.1 In Schönbrunn: Meeting point with Schönbrunn staff at the cloakroom in the main building. Specification of number of persons for settling the account (payment by credit transfer after receipt of invoice). You receive by post in retrospect one invoice per reservation from our accounting department corresponding to the actual number of participants, sent to the exact account address to be specified by you, where applicable with reference number or similar. Payment by credit transfer after receipt of invoice. Already rendered part payments are taken into account.
- 4.2.2 In the Hofburg: Meeting point after arrangement under the Michaelerkuppel/Batthyanytor or in the Inner Burghof/Kaisertor. Specification of the number of persons for settling the account (payment by credit transfer after receipt of invoice). You receive by post in retrospect one invoice per reservation from our accounting department corresponding to the actual number of participants, sent to the exact account address to be specified by you, where applicable with reference number or similar. Payment by credit transfer after receipt of invoice. Already rendered part payments are taken into account.

## 5. Prices

- 5.1 The gross end-client prices are stated on the website. Price alterations subject to modifications.
- 5.2 When claiming concessions and reduced prices (for instance children, school pupils, students) legitimation for the price concession has to be produced at the Ticket Office. For school groups, a list of pupils has to be submitted, with names and dates of birth of the schoolchildren and school stamp.
- 5.3 The following persons receive free tickets:
- For groups of over 20 persons the tour guide (as 21st person) is allowed free admission (this requires filling in a form and an identifying photo).
  - For school and student groups one accompanying adult is allowed free admission per 10 pupils. Further accompanying adults pay the adult charge. Children's Museum (children's guided tours in the Hofburg: Children in classes up to the 4th year must be accompanied by 2 accompanying adults, hence these, too, are allowed free admission.
  - An Austrian tour guide with tour guide ID is allowed free admission.

- Concession for people of disability with valid identity document. Free admission for one accompanying person of blind or wheel-chair-bound visitors, as long as an accompanying person is noted in the ID.

5.4 Liability for loss of profit, consequential damage or damage through claims of a third party is excluded.