

Information on online bookings and cancellations at Schönbrunn Palace



Online booking

- You will receive an access code for online bookings once the voucher agreement has been concluded.
Online bookings can be made at: www.schoenbrunn.at – B2B – ticket shop for registered customers.
- There you can book the tour, date and time of day that you require. You can also enter remarks of your own. The latter will also appear on your monthly statement of account.
- In order to provide you with a long-term overview of your bookings you can access a **bookings overview**.
After logging in, click on “Bookings overview” to call up your bookings.
- Online booking also allows you to **defer** bookings to another time on the same day provided slots are available.
- There is a limit to the number of online bookings made per day. This limit is calculated on the basis of the slots actually taken up in the previous year.
- If you need more slots on certain days these extra slots may be arranged directly with the Exhibition Room Management in Schönbrunn (by telephone, fax or email), who will book these slots for you if available.

Cancellations

- In order to ensure that time slots are managed as efficiently as possible we ask that you cancel bookings that are no longer required as early as possible. **Cancellation** of time slots that are no longer required is **mandatory** and must be made **at least two hours** before the appointed time **online or by telephone**.
- To cancel a booking from within Austria, call the **toll-free number 0800/202 392**. To cancel a booking from abroad, call **043/1 811 13/444** (normal charges apply).

To ensure that bookings which are cancelled either too late or not at all do not block bookings for other groups, the following measures will be implemented:

- If a customer fails to cancel bookings that are no longer required, the Exhibition Room management will draw this to his or her attention. After **three reminders**, access to online booking by this customer will be **blocked** automatically. Subsequently bookings can only be made **directly** with the Exhibition Room Management (by telephone, fax or email).
- If a voucher customer continues to flout the regulation pertaining to cancellation after receiving three reminders from the Exhibition Room Management, the assessment basis for overriding commission will be reduced.
- In this event, € 250 per lapsed booking (= a group of 30 persons) will be deducted from the customer's net turnover. This will then provide the new basis for calculating the overriding commission.
- We reserve the right to terminate voucher agreements with voucher customers not in receipt of overriding commission.