

General Terms and Conditions of “Seefestspiele Mörbisch”

Scope of Application

The General Terms and Conditions govern the legal relations between the Seefestspiele Mörbisch and its customers. They form part of the contract on the purchase of admission tickets.

Admission Tickets

Tickets can be ordered by **telephone, fax, email** or **online** (print@home option). Seefestspiele Mörbisch is entitled to check the order and where necessary to reject or limit same without providing reasons. The prices indicated do NOT include postage charges and other fees.

Domestic Postage fees: COD EUR 8.50 / credit card payment EUR 5.50

Foreign Postage fees: COD EUR 15.00 / credit card payment EUR 6.50

(prices June 2017)

Tickets ordered may be paid for in cash, by credit card, gift voucher, online transfer or by COD. Tickets for wheelchair patrons or other concessions not expressly indicated can NOT be claimed via the online shop. Additionally, tickets can also be acquired **directly at the festival office** in Eisenstadt **or** on the festival premises at the **box office** (note: only during the festival season!) until the beginning of the relevant performance.

Tickets purchased can neither be exchanged nor returned. Changes to the cast shall not give rise to a right to return tickets.

By purchasing an admission ticket, the visitor accepts the general house rules of the Seefestspiele Mörbisch. Failure to adhere to these may lead to removal from the festival premises. Where **tickets are lost**, replacements may be issued once. The replacement ticket must be applied for in writing, and may only be issued if the purchaser can credibly show which tickets (s)he booked (exact seat and row details). Where this seat is double-booked, the owner of the replacement ticket shall have priority over the owner of the original ticket.

Discounts

Orders made by 30/9 each year are subject to a discount of 15% per ticket, regardless of the number of tickets ordered. This **early-bird discount** can only be used where a **fixed number** of tickets are purchased, and not in the case of a reservation where the final number of tickets to be purchased is only made known to the festival after 30/09. Tickets subject to the early-bird discount will be supplied as soon as possible after the order has been placed, and must be paid for within the period specified. The early-

bird discount is not available for box seats.

Children up to the age to 6 years do not require tickets, to the extent that they do not occupy a seat.

Children from 7 to 12 years receive a 50% discount on tickets

Youths from 13 to 19 years receive a 30% discount.

Students up to the age of 25 receive a 25 % discount (by presenting a valid student identity card)

Wheelchair patrons receive a 50% discount for themselves and one accompanying person. Seats made available to wheelchair patrons are exclusively in

- block B and F row 2
- block B and F row 1 and
- block C and E row 1

For organizational and safety reasons, we kindly request that you expressly inform us as to the need for a wheelchair place when booking. For the safety of all visitors, only the places indicated can be occupied by wheelchair patrons.

These discounts are valid until revoked! Combined use of multiple discounts for an individual booking is prohibited. Discounts cannot be claimed at the box office on the evening of a performance (except children, youths, students and wheelchair patrons). Discounts cannot be claimed after a performance.

Parking and Opening Hours

Visitors may use the 2000 free parking spaces at the festival premises.

The premises are open from 6.00 pm in July (the performances in July start at 8.30 pm) and from 5.30 pm in August (the performances in August start at 8.00 pm) (except by special agreement for closed performances).

Regulations in the Event of Bad Weather

Where a performance is cancelled or interrupted before 60 minutes have elapsed, tickets may be returned to the location from which they were purchased within 4 weeks. In this case the tickets will be reimbursed. Returning tickets later than this period is not permitted. Refunds will only be paid by means of a bank transfer. Please note that, during the festival season, the office is located exclusively in Mörbisch (the office in Eisenstadt is closed!)

The festival management reserves the right to shift the start of a performance due to adverse weather conditions, or to interrupt a performance and then continue it. For legal insurance reasons, a performance can only be cancelled at 9.00 pm at the earliest, or after at least 3 mm of rain have fallen within 60 minutes. Where a refund is issued, only the ticket price actually paid will be reimbursed. Other costs accruing to

the ticket holder cannot be reimbursed.

Seefestspiele Mörbisch will make every effort to stage a performance, even in the event of bad weather. It is therefore recommended that patrons bring warm, rain-proof clothing. Opening of umbrellas in the stands is not permitted, as this could negatively affect other patrons.

General

Seefestspiele Mörbisch and sales partners (travel agents, ticket agencies and bus partners etc.) in principle collaborate by mutual agreement and on a voluntary basis to make tickets available for sale. No legal claim for collaboration can be entertained.

Every collaboration partner expressly acknowledges the terms and conditions of business and is obliged to adhere to same. Where these are breached, Seefestspiele Mörbisch shall be entitled to terminate this collaboration at any time and with immediate effect. Any claims in existence at this time will be immediately fulfilled by mutual agreement.

Data Protection Provisions

Personal data captured the first time a booking is made, as well as later amendments, are used for handling the booking and are stored. Handling the booking is taken to mean in particular reservation, payment and delivery (in the case of posting) of all documentation to the delivery address supplied.

The customer declares that he understands that his data will be electronically stored for the purposes of payment processing, for the dispatch of promotional material and market research for Seefestspiele Mörbisch. Apart from that personal data is in principle not passed on to third parties. Credit card details are not stored.

House Rules

Admission may be refused to visitors where justified grounds exist for assuming that they will disrupt the performance or harass other patrons. Admission may also be refused where the visitors have not adhered to the terms and conditions of business in previous performances. Persons preventing the sale of tickets, in particular those attempting to offer or sell on tickets privately in the buildings and on the premises of Seefestspiele Mörbisch may be ejected from the premises. Visitors may be ejected from a running performance where they disrupt the performance, harass other patrons or occupy a seat for which they do not have a valid ticket.

The use of mobile phones in the spectator area and flash photography are expressly prohibited. In addition, filming in the spectator area is not permitted for copyright reasons.

The consumption of food and drink in the seating area is prohibited, as is smoking. No animals may be

brought onto the festival premises, for reasons of safety and fire protection. The Entry to the terrace nearby the panorama bar is not permitted during the performance

Lost Property

Objects of any nature that are found on the festival premises can be handed in at the festival office; the loss of items can also be reported to the festival office: T +43 (0) 2682/66210 or E office@seefestspiele.at.

These terms and conditions of business shall apply exclusively to individual performances of the Seefestspiele Mörbisch. By purchasing a ticket, visitors and sales partners declare that they accept the terms and conditions of business of the Seefestspiele Mörbisch.