

# **General Terms and Conditions For Tours of the Salzburg Festspielhäuser**

## **1. General Terms**

These General Terms and Conditions (GTC) are valid for all tours of Salzburg's Festspielhäuser (Salzburg Festival theatres) and are considered part of the agreement when booking a group or special tour or when purchasing a ticket for a public tour.

## **2. Booking and Confirmation of Tours**

### **2.1. Group Tours and Special Tours**

The booking of group and special tours for the Salzburg Festspielhäuser may take place only in written form. A tour booking can only be regarded as binding once you have received our booking confirmation (either via email or by regular mail).

### **2.2. Public Tours**

Public tours are conducted in two languages (German / English).

The times of public tours are announced on the homepage and on bulletins at the SHOP • KARTEN/TICKETS.

Tickets for public tours are sold directly before the tour by the tour guide and, during the opening hours of the SHOP • KARTEN/TICKETS by its cashiers.

## **3. Payment Modalities**

Payment is generally in cash, except when a bank transfer after invoicing has been agreed upon at the time of the booking.

Cash payment: Payment is due before the tour begins.

Bank transfer after invoicing: Payment must be made to one of our accounts within two weeks after receipt of the invoice, and the invoice number must appear on the transfer. In case of bank transfers from within the European Union, the payer is responsible for any fees associated with the transfer. The price list published on the homepage of the Salzburg Festival at the time of the booking is binding.

## **4. Group Size**

Every group is guided through the Festspielhäuser by an employee of the Salzburg Festival or by another trained person (guide). Any group should not exceed the number of 35 persons per guide, if possible. The guide's instructions and security advice must be followed.

## **5. Photography and Video Recordings**

If permitted by the guide, photographs and video recordings are permissible only for private use.

Any photographs or recordings of stage sets and their details are prohibited.

The guide's instructions must be followed.

## **6. Cancellation**

Should you be forced to cancel a confirmed and binding booking, the following rules shall apply:

Up to 14 days before the tour, the cancellation is free of charge; up to 48 hours before the beginning of the tour, a cancellation fee of 50% of the agreed-upon fee will be charged. If the tour is cancelled within 48 hours before the beginning of the tour, or if a group fails to appear at the appointed time, the full fee will be charged.

Tours that are cancelled due to force majeure will not be subject to a cancellation fee.

Cancellations can be accepted only in written form.

In cases of non-appearance at the time agreed upon or delays of more than 30 minutes, you shall no longer be entitled to the service, without refund of the fee or credit for a substitute date.

Due to rehearsals, technical stage changes and events taking place at the Festspielhäuser, the agreed-upon content of the tours may be changed; in the worst case, tours may have to be cancelled.

## **7. Liability / Jurisdiction**

Participation in guided tours is at the participant's own risk. Liability for damages to persons or their possessions is only accepted to the extent provided by Austrian law.

The place of jurisdiction is Salzburg or the competent court.

This contract is governed exclusively by Austrian law.