

Terms and Conditions for the Safety Measures required in the context of the COVID-19 Pandemic

amending the Terms and Conditions for Ticket Sales of Austrian Federal Theatres

and the Terms and Conditions for Sale-or-Return Business

until further notice

1. General

For the purchase of tickets of Austrian Federal Theatres, these Terms and Conditions shall prevail over the Terms and Conditions for Ticket Sales and the Terms and Conditions for Sale-or-Return Business only in those cases where they deviate. In all other respects, the aforementioned Terms and Conditions shall remain in effect.

The Terms and Conditions for the Safety Measures required in the context of the COVID-19 Pandemic reflect the status as of the date listed below. **Due to official or other requirements after this date, the conditions for ticket sales and performance attendance may change on an ongoing basis.** If possible, the theatre houses of Austrian Federal Theatres will inform you of such changes. In any case, it is your own responsibility to inform yourself about the latest developments on the websites of the theatre houses (wiener-staatsoper.at, burgtheater.at, volksoper.at).

2. Safety measures

Austrian Federal Theatres are aware of their responsibility when organising their events; all requirements of the federal government and the municipality of the City of Vienna for hosting events are implemented in compliance with the prevention concept for the containment of the COVID-19 pandemic approved by the health authorities. Please note that more stringent measures and/or procedures than those prescribed by current federal or provincial legislation may apply in some cases due to internal requirements of Austrian Federal Theatres.

For each theatre house of Austrian Federal Theatres, management has appointed a designated COVID-19 officer to ensure compliance with the prevention concept.

The prevention concept also includes safety measures for the audience, which must be observed without exception. Cooperation of the audience in complying with the safety measures is absolutely essential. Non-compliance with these safety regulations may, if necessary, lead to the persons concerned being denied admission or requested to leave the venue. In such a case, the ticket price will not be refunded.

Visitors are reminded that any admission times printed on the tickets, as well as entrance and lounge areas, must be observed and adhered to.

An FFP2 mask without a valve or a mask certified according to an equivalent or higher standard must be worn indoors in all customer service areas of the Federal Theatres box offices.

During performances and events subject to the so-called 2G rule (i.e. attendance is permitted only for people who are fully vaccinated or have recovered from COVID-19), it is generally not required to wear a mask. However, wearing a mask on a voluntary basis helps ensure a higher level of safety for all persons present.

In the premises of the Kasino, Vestibül, Brotfabrik and other side venues of Austrian Federal Theatres where the 2.5G rule (i.e. people must be fully vaccinated, recovered or have a negative PCR test result) is applied, a face mask covering mouth and nose must be worn, also during the performance.

Children under the age of six are not required to wear a mask; children aged 6 to 14 may wear a face mask covering mouth and nose instead of an FFP2 mask.

Additional safety regulations (e.g. as regards mask requirements) may be adopted for special event formats (mobile opera for children, ballet open class, etc.).

The ushers have orders to instruct the audience on adequate behaviour and ensure compliance with the safety regulations.

Austrian Federal Theatres do not accept any liability for infections or resultant consequential damage. This does not apply to infections caused by gross negligence of staff employed by Austrian Federal Theatres at the performance venues.

Attending performances and your stay in the venues are at your own risk!

3. Admission requirements for performances and events

You will only be admitted to the event if you submit proof of a low epidemiological risk. Visitors must have this proof ready for the duration of their stay.

Currently, the following types of proof of a low epidemiological risk are permitted for visitors aged 12 and older:

1. a **certificate of recovery** from SARS-CoV-2 in the last 180 days pursuant to section 4d of the Epidemics Act 1950 (*Epidemiegesetz 1950*),
2. a **certificate of vaccination** against COVID-19 with a centrally approved vaccine pursuant to section 4e of the Epidemics Act 1950 as follows:
 - a) second vaccination, which must have occurred no more than 360 days previously and have been administered at least 14 days after the first vaccination,
 - b) vaccination, which is valid from the 22nd day after vaccination, for vaccines for which only one vaccination is scheduled, in which case the vaccination must have occurred no more than 270 days previously,
 - c) vaccination, provided that a positive molecular biological test for SARS-CoV-2 was available at least 21 days prior to vaccination or evidence of neutralizing antibodies was available prior to vaccination, in which case the vaccination must have occurred no more than 360 days previously,

- d) additional vaccination, which must have occurred no more than 360 days previously and have been administered at least 120 days after a vaccination as set out in (a), (b) or (c) above,
3. an **international certificate of vaccination** pursuant to Article 36 in connection with Annex 6 of the International Health Regulations (2005), Federal Law Gazette BGBl. III No 98/2008, as amended by Federal Law Gazette BGBl. III No 182/2016, in which one of the vaccinations mentioned in item 2 has been entered,
4. an **official notice of self-isolation**, if this was issued for a person proven to be infected with SARS-CoV-2 in the last 180 days prior to the planned testing, or
5. a **certificate of neutralizing antibodies**, which must not be older than 90 days.

These rules do not apply to performances in the Kasino, Vestibül and Brotfabrik venues, where all visitors aged 12 and older are subject to the 2.5G rule (vaccinated, recovered or PCR-tested).

Children aged 6 to 12 are subject to the 3G rule (vaccinated, recovered or tested) in all venues. For children under the age of 6, no proof is required.

Persons who cannot be vaccinated for medical reasons and provide proof of this in the form of a certificate issued by a physician licensed to practise independently in Austria or the EEA, may provide a negative PCR test result, which must not be older than 48 hours, instead of proof as set out above.

Such proof must be presented to the ushers in digital form (e.g. Green Pass or pdf) or in paper form together with an official photo ID (in the case of a "corona test pass" issued by an Austrian school, a student ID, free public transport card or similar is sufficient) upon entering the building and without being asked to do so, and must be kept ready for the duration of the stay in the venue.

4. Personalisation of tickets

All tickets will be personalised without exception and the name of each visitor will be printed on the ticket to enable rapid tracing in case of a suspected infection. Please make sure that, when you purchase tickets for other visitors, you are allowed to provide their contact details.

Tickets will not be sold to unnamed visitors!

When purchasing tickets, a telephone number and, if available, an email address of each visitor must be disclosed in case the authorities need to contact you. Data such collected will be shared only by official request.

Only the person named on the ticket will be allowed to enter and attend the event. An official photo ID must be presented to the ushers upon entering the building and without being asked to do so.

Tickets may not be passed on to third parties unless the printed name is updated. In the case of print@home tickets, you can update the personalisation yourself online (on the website of

the respective theatre house, i.e. wiener-staatsoper.at, burgtheater.at or volksoper.at, or on culturall.com). Updating at the Federal Theatres box offices is possible **up to 24 hours prior to the performance** at the latest.

The resale of tickets for commercial purposes is prohibited without the organiser's approval. In the event of approved commercial resales, Austrian Federal Theatres must be provided with the name, telephone number and seat of each visitor.

5. Seating

Seats will be assigned in compliance with the legal provisions in force. Assigned seats must be strictly adhered to. The theatre houses of Austrian Federal Theatres reserve the right, for organisational reasons, to provide seats in the same category other than those indicated on the ticket. The instructions of the ushers must be complied with at all times.

No standing room may be offered until further notice.

6. Sale-or-return

If a sale-or-return system has been set up, only the entire transaction, but not individual tickets, can be returned for sale.

7. Special rules for ticket returns

Should individual customers be unable to attend a performance in the wake of individual measures imposed by the authorities in connection with the COVID-19 pandemic, the ticket price will be refunded upon presentation of official proof no later than one day prior to the performance.

Procedure in case of travel warnings

Pursuant to the Terms and Conditions for Ticket Sales of Austrian Federal Theatres and section 18 para 1 subpara 10 of the Distance and Off-Premises Contracts Act (*FAGG, Fern- und Auswärtsgeschäfte-Gesetz*), customers generally have no right of withdrawal when purchasing tickets. Individual customers may nevertheless cancel tickets if they submit a request no earlier than 14 days and no later than 24 hours prior to the start of the relevant event, in which they provide proof or credibly demonstrate that the following conditions are met:

- a) the customer resides in a state outside of Austria at the time of making the request, and
- b) at the time of making the request, the state in which the customer resides has an official level 5 (warning against travelling to Vienna) or level 6 (warning against travelling to Austria in general) travel warning in place.

If all conditions are met, the ticket price is refunded to the customer (unless the customer is a reseller) using the original method of payment or another method of payment to be specified.

Resellers will receive a voucher equivalent to the ticket price if they provide proof that the conditions under a) and b) apply to their customers.

For tickets which are cancelled earlier than 14 days prior to the performance date or later than one day prior to the performance date, there is no right to a refund or credit. Furthermore, there is no right to reimbursement of expenses, such as travel costs or similar.

Procedure in the case of tickets purchased on or before 22 September 2021 for performances held between 1 and 31 October 2021

Persons who have not been vaccinated or have not recovered from a previous COVID-19 infection (i.e. who do not meet the admission requirements defined in section 3) and purchased their tickets for performances held in October 2021 on or before 22 September 2021 may return the purchased original tickets for a voucher at the Federal Theatres box offices up to 24 hours prior to the start of the performance.

8. Changes of cast and programme

COVID-19-related cast, programme and start time changes do not entitle ticket buyers to return their tickets. In case of changes, ticket buyers will be informed by the theatre houses of Austrian Federal Theatres to the extent possible.

9. Cancellation of performances

If a performance must be cancelled due to COVID-19, customers will be refunded the ticket price in full or – if an event has to be ended prematurely – on a pro-rata basis. The ticket price may also be refunded in the form of vouchers. Further claims shall be excluded in any case.

30 September 2021