

## **General Terms and Conditions for Cycles of the Vienna State Opera**

### **1. Offer and purchase**

The Vienna State Opera GmbH offers cycles in price groups 1 to 7.

Each cycle is offered at a fixed price per price group. A maximum of 4 seats per cycle can be purchased per cycle holder.

In addition, customers receive the magazines 'Opernring Zwei' of the Vienna State Opera and 'Bühne' in Europe by post free of charge per customer number during the current season.

Commercial resellers are excluded from purchasing a cycle.

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### **2. Performances and allocation of seats**

A cycle comprises a certain number of performances within the season from September to June. The selection of works and performance dates is made by the Vienna State Opera and announced as part of the season presentation. These works and performance dates are shown on the season ticket, single ticket or wallet ticket.

Cycle holders are entitled to purchase tickets in the selected price group from the first day of sale after the official press conference. The purchase is possible via the following channels

- Online via the webshop of the Vienna State Opera (Wallet tickets only)
- By telephone
- In person at the Vienna State Opera subscription office

Written orders will not be considered unless they are a privilege arising from membership of the Official Circle of Friends of the Vienna State Opera (abbreviated as OFK).

#### **Important information:**

- Performances not attended will neither be refunded nor replaced by another performance.
  - It is not possible to exchange cycle dates.
  - There is no entitlement to specific seats.
  - If desired seats are not available due to high demand or technical problems, no entitlement can be derived from this.
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### **3. Cycle ticket and performance attendance**

Once the cycle has been paid for in full, the cycle holder will receive one cycle ticket per seat for the respective season. This serves as an admission ticket for the dates printed on it.

The cycle ticket will be sent in physical or digital form. If it is not received at least two weeks before the first performance, the subscription office must be informed immediately.

The cycle card contains, among other things, the personal customer number, which must be quoted in the event of any queries or requests for changes.

If the cycle card is lost, the subscription office must be informed immediately. Starting times of the individual performances can be found in the monthly program and on the official website of the Vienna State Opera ([wiener-staatsoper.at](http://wiener-staatsoper.at)).

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#### **4. terms of payment**

The total price of the cycle must be paid in advance. During the purchase process, the purchaser will receive a request for payment, which must be complied with immediately.

Reservations of cycle seats are not intended (except as part of an offer from the OFK), as the purchase is possible immediately. Once payment has been confirmed, the tickets will be delivered either digitally by e-mail or by post.

In the event of late payment, a written reminder will be sent. In addition to the outstanding amount, a reminder fee of € 5.00 will be charged.

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#### **5. Subject to change**

The Wiener Staatsoper GmbH expressly reserves the right to make the following changes:

- Postponement of performance dates (date and/or time)
- Changes to the cast and programme
- Artistic changes to the production
- Adjustments to the seating plan due to TV recordings or technical requirements

In the event of changes to the date or programme, the cycle holder is entitled to a refund of the proportionate ticket price of the performance concerned or the option of accepting the alternative offer.

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#### **6. Duration and misuse**

Cycles apply exclusively to the respective season and are not automatically extended.

In the event of misuse of the cycle ticket - in particular through commercial resale - the Vienna State Opera is entitled to cancel the cycle without notice and to dispose of the seats concerned elsewhere.

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## **7. Obligation to update data**

Personal data (name, address, telephone number, email address) must be kept up to date and changes must be communicated to the subscription office immediately, otherwise the cycle holder bears the risk of delayed notifications, information and ticket deliveries by the subscription office.

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## **8. Data protection and data processing**

The Wiener Staatsoper processes personal data in compliance with the applicable data protection regulations exclusively for the purpose of processing and documenting the cycle. For further information, please refer to the privacy policy at [wiener-staatsoper.at](https://www.wiener-staatsoper.at).

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## **9. Acceptance of the terms and conditions**

By purchasing a cycle, the purchaser recognises the applicable General Cycle Terms and Conditions as well as the General Terms and Conditions (GTC) and the House Rules of the Vienna State Opera. These are available on the official website at [wiener-staatsoper.at](https://www.wiener-staatsoper.at).

Valid for cycles from the 2025/26 season onwards