

STANDARD TERMS AND CONDITIONS

FOR THE RESERVATION AND HANDLING OF PRIVATE GROUPS DURING OPENING HOURS

VALID FROM 1.4.2021

1. General

- 1.1 These Standard Terms and Conditions shall apply to all contracts concluded by Schloß Schönbrunn Kultur- und Betriebsges.m.b.H. (hereinafter referred to as SKB) for private group reservations in the Vienna institutions (the display rooms at Schloss Schönbrunn, Sisi Museum, Vienna Furniture Museum) during opening hours that are not governed by a voucher agreement.
- 1.2 We distinguish between the following types of private groups in the three areas mentioned above:
- 1.2.1 Private groups with audio guides or tour descriptions (included in the admission price)
- 1.2.2 Guided private groups with SKB's own guides (guide surcharge)
- 1.3 Visitors undertake to comply with the house rules applicable in each case. These can be viewed on the relevant website and are displayed on site.

2. Enquiries and reservations

- 2.1 Enquiries regarding dates for private groups with audio guides during opening hours (exclusively for groups of more than 10 persons) shall be made online using the reservation form on the relevant website under the menu item *Group Reservations*.

Groups of up to 10 people can book their tickets directly on the online platform
www.imperialtickets.com.

- 2.2 For enquiries regarding dates for private groups with SKB's own guide during opening hours (for 1 person or more), please contact us by e-mail. The minimum lead time is one week.
- 2.2.1 Schönbrunn Palace (Grand Tour):
Email reservierung@schoenbrunn-group.com
www.schoenbrunn.at
- 2.2.2 Sisi Museum, Imperial Apartments and Silver Collection in the Vienna Hofburg:
E-mail to reservierung@sisimuseum-hofburg.at
www.sisimuseum-hofburg.at
- 2.2.3 Vienna Furniture Museum:
E-mail to info@moebelmuseumwien.at
www.moebelmuseumwien.at

2.3 The requested date will be checked by SKB for availability. A binding reservation will be made by e-mail to the contact address provided. This reservation confirmation will contain all the important details such as reservation number, admission time, type of ticket, type of tour booked, number of visitors, client, etc.

3. Prices

3.1 The retail prices are listed on the website. Prices are subject to change.

3.2 Reductions

If reduced prices (e.g. for children, schoolchildren, students) are claimed, the proof of entitlement to the reduction must be made at the cash desk. For pupil/student reductions, a corresponding confirmation from the school/university stating the pupils'/students' year of birth with the school's/university's stamp and signature must be presented. Corresponding model forms can be found on the SKB websites.

3.3 Free tickets

- 3.3.1 For groups of 20 or more, the tour leader (as the 21st person) will receive free admission. The completion of a form and the presentation of a photo ID are required.
- 3.3.2 For groups of schoolchildren and students, one accompanying adult is admitted free of charge for every 10 pupils. Additional accompanying adults shall pay the adult rate.
Children's Museum/children's tours: Up to and including school grade 4, 2 accompanying adults are obligatory and are therefore also granted free admission.
- 3.3.3 Free admission is granted for one person accompanying blind or wheelchair-bound visitors, provided that an accompanying person is noted in the ID. Disabled persons with a valid pass will be granted a reduction.

4. Changes and cancellation

- 4.1 Changes to reserved tickets for private groups with audio guides and for private groups with SKB guides may be made subject to availability; we request that you notify us or send us an enquiry by e-mail as soon as possible.
- 4.2 Reserved tickets with audio guides can be cancelled free of charge. Please inform us as soon as possible by e-mail.
- 4.3 Cancellations of private tours with SKB guides must be made in writing (e-mail). The following deadlines apply:
 - 4.3.1 Private tours can be cancelled free of charge up to 1 week (7 days) before the date.
 - 4.3.2 After this deadline, a cancellation fee of Euro 250.- per group/guide will be invoiced to the contact address provided.



Schönbrunn Group

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4.3.3 In the event of no-show on the day of the event, a no-show fee to the amount of the minimum flat rate per group/guide will be charged.

4.4 Contact details for changes and cancellations

4.4.1 For Schönbrunn: reservierung@schoenbrunn-group.com, telephone: +43 1 811 13 239

4.4.2 For the Sisi Museum: reservierung@sisimuseum-hofburg.at, telephone: +43 1 533 7570 715

4.4.3 For the Vienna Furniture Museum: info@moebelmuseumwien.at, telephone: +43 1 524 3357

5. Collection of tickets

5.1 Tickets can only be collected and paid for by stating the reservation number or presenting the reservation confirmation at the ticket office.

5.1.1 At Schönbrunn: Reserved tickets must be collected from the group ticket office at least 30 minutes before the admission time. After this time, they automatically expire and cannot be re-accessed.

Children's Museum: Tickets for the programmes for schools, day-care groups and kindergartens can be collected 5 minutes before the admission time.

5.1.2 At the Sisi Museum and the Vienna Furniture Museum: Reserved tickets must be collected from the ticket office 15 minutes in advance. After this time, they automatically expire and cannot be re-accessed.

Children's and school groups: Tickets for the programmes for schools, day-care groups and kindergartens can be collected 5 minutes before the admission time.

5.2 If the group is more than 30 minutes late, it shall no longer be entitled to the reserved guided tour.

5.3 Changes to the number of persons can only be made before the tickets are collected from the ticket office. No changes can be made to the order after it has been completed (payment).

5.4 Payment shall only be made when collecting the tickets at the cash desk in cash or by debit or credit card.

6. Compensation and liability

We assume no liability for loss of profit, consequential damage or damage due to claims by third parties.