

## General Terms and Conditions for the BundestheaterCard Valid from the 2023/24 season (Valid from 30 August 2023)

The BundestheaterCard is a free customer card of Burgtheater GmbH, Wiener Staatsoper GmbH and Volksoper Wien GmbH (hereinafter referred to as the "Austrian Federal Theatres" or "Stage Companies"). It is administered by ART for ART Theaterservice GmbH (hereinafter referred to as "ART for ART") on behalf of the Austrian Federal Theatres based on these General Terms and Conditions. The BundestheaterCard can also be combined with a SEPA Direct Debit mandate.

The BundestheaterCard entitles the customer to participate in the benefit programme of the Austrian Federal Theatres. Information on the benefits currently offered by the BundestheaterCard can be obtained on the websites of the Stage Companies or from the Austrian Federal Theatres box offices. The Austrian Federal Theatres are entitled to amend these benefits at any time or to replace any acquired benefits with others or revoke them if the BundestheaterCard is discontinued. Benefits cannot be applied retroactively to tickets or items already reserved or purchased. The application for the BundestheaterCard for persons under 18 years of age is only possible with the consent and signature of the legal guardian.

The BundestheaterCard can be ordered by submitting the completed and signed order form in the following ways:

- in person at the Bundestheater box offices: Opernring 2, 1010 Vienna or at one of the box offices of the Austrian Federal Theatres
- by post to: ART for ART Theaterservice GmbH, Kartenvertrieb, Arsenal Objekt 19, 1030 Vienna
- scanned by e-mail to: [tickets@bundestheater.at](mailto:tickets@bundestheater.at)

The BundestheaterCard will be sent by mail within 2 weeks of the order date. If a SEPA mandate is used, proof of identity (official photo ID) must be provided upon request. The BundestheaterCard will be issued automatically to all subscribers of the Austrian Federal Theatres. By using the BundestheaterCard for the first time, the subscriber accepts these General Terms and Conditions. Only one BundestheaterCard will be issued per customer (natural person or legal entity). The card is not transferable. If the card is lost or stolen, the customer should therefore notify ART for ART as soon as possible ([tickets@bundestheater.at](mailto:tickets@bundestheater.at) oder ART for ART Theaterservice GmbH, Kartenvertrieb, Arsenal Objekt 19, 1030 Vienna).

With our Stehplatz PLUS you have the opportunity to purchase an additional benefit for the Vienna State Opera in addition to your BundestheaterCard. By paying a one-off fee of € 20, you can purchase your standing room ticket at a greatly reduced price, either online from 10 a.m. on the day before the performance or in person at the Bundestheater box offices. In addition, you will receive a contingent of four free standing room tickets. Please note that the price reduction and the advance booking are only applicable to one standing room ticket per performance and BundestheaterCard.

The BundestheaterCard can be used on the websites of the Austrian Federal Theatres: [www.wiener-staatsoper.at](http://www.wiener-staatsoper.at), [www.volksoper.at](http://www.volksoper.at) and [www.burgtheater.at](http://www.burgtheater.at). This requires that an e-mail address for this purpose is already on file with the Austrian Federal Theatres or is provided on the order form. Should this not be the case and should the customer wish to use the BundestheaterCard online, the customer needs to get in touch with the Austrian Federal Theatres. The BundestheaterCard can only be used once it has been activated by the Austrian Federal Theatres.

The parties may terminate the contractual relationship concerning the BundestheaterCard at any time and without stating any reason, giving one month's notice. By terminating the contractual relationship, the customer loses his/her right to use the benefits of the BundestheaterCard. The Austrian Federal Theatres will advise the customer of this loss of benefits in the written notice of termination sent in due time by mail to the address last indicated by the customer or by email to the email address last specified, provided that the customer has consented to the use of his/her e-mail address.

For information on data processing and the related rights, please refer to the privacy policies on the websites of the Austrian Federal Theatres ([www.wiener-staatsoper.at](http://www.wiener-staatsoper.at), [www.volksoper.at](http://www.volksoper.at) and [www.burgtheater.at](http://www.burgtheater.at)).

The place of jurisdiction is Vienna. Austrian law applies.

### BundestheaterCard with a SEPA Direct Debit mandate

As a holder of the BundestheaterCard, the customer can also make payments by means of a SEPA Direct Debit mandate. The SEPA Direct Debit mandate is granted to ART for ART, which handles payments for the relevant Theatre Company. The SEPA Direct Debit mandate gives ART for ART the revocable permission to collect the invoiced amount for a completed purchase from the indicated bank account on behalf of and for the account of the relevant Stage Company. The mandate also authorises the bank holding the account to execute the SEPA Direct Debit transaction, but it is under no obligation to do so, especially if the funds available in the account are insufficient to cover the payment. The customer is entitled to request a refund from his/her bank within eight weeks of being debited. However, the customer undertakes to demonstrably inform ART for ART in writing before doing so ([tickets@bundestheater.at](mailto:tickets@bundestheater.at) or ART for ART Theaterservice GmbH, Kartenvertrieb, Arsenal Objekt 19, 1030 Vienna). If the customer's bank does not execute the SEPA Direct Debit transaction, the company that sold the tickets has the right to cancel the purchase and charge the customer for the SEPA Direct Debit costs. The customer is obliged to inform ART for ART of any changes of the account without delay.

If the BundestheaterCard is used to book tickets in person or over the phone, the Austrian Federal Theatres reserve the right to ask for a personal identifier.

SEPA Direct Debit mandates are currently accepted for accounts within the European Union if the national currency of the country in which the account is kept is the Euro.

Amendments of these General Terms and Conditions may be made by the Austrian Federal Theatres at any time and also apply to existing contractual relationships. The currently valid version is available on the websites of the Austrian Federal Theatres ([www.wiener-staatsoper.at](http://www.wiener-staatsoper.at), [www.volksoper.at](http://www.volksoper.at) and [www.burgtheater.at](http://www.burgtheater.at)) or will be sent to the customer upon request. Unless such amendments exclusively benefit the customer, the customer will be notified thereof in an appropriate manner and provided with a summary of the essential points no later than one month before the amendments take effect. In this notification, the customer is also advised that he/she has the right to terminate the contract until the date on which the amendments take effect.

As of: August 2023