

GENERAL SUBSCRIPTION CONDITIONS

The Wiener Staatsoper GmbH offers subscriptions in different price groups.

The subscription is offered at a fixed price per price group. Within a subscription group, a maximum of 7 seats can be purchased per subscriber (existing subscriptions are exempt from this restriction).

The Vienna State Opera magazine “Opernring Zwei” and the magazine “Bühne” are sent free of charge within Europe for each customer number. In addition, subscribers receive a BundestheaterCard, with which they can take advantage of benefits in accordance with the applicable provisions for the BundestheaterCard. For information on the BundestheaterCard, see: <https://www.bundestheater.at/de/bundestheater-card>

Commercial resellers are not entitled to purchase a subscription.

Performances & seats

The subscription includes 5 performances in the period from September to June. When the contract is concluded, the subscriber chooses a day of the week and one or more seats. The days of the week generally available are Monday to Friday and Sunday. The specific works and dates are selected by the Vienna State Opera. The subscription dates will be sent to the subscriber by post within 8 weeks of the corresponding season presentation and printed on the subscription card.

Unattended performances cannot be redeemed and subscription dates cannot be exchanged. However, for one performance per season, the subscriber has the option of exchanging the entire seats of a subscription for seats in another performance of the same production, provided that corresponding seats are available; an exchange is only possible within the same price group or for an additional payment into a more expensive price group.

Attendance at performances

The subscriber receives one subscription ticket per seat per season, which is sent out in August at the latest, but in any case, only after payment of the subscription. If the subscription card has not been delivered by the last working day of August, the subscription office must be informed. The subscription card contains, among other things, the customer number, which must be quoted for all inquiries or requests for changes. The subscription card serves as an admission ticket and entitles the holder to attend the performance dates listed on the subscription card. The loss of a subscription ticket must be reported immediately to the Vienna State Opera subscription office. The subscription performances of a particular subscription group always take place on the specified day of the week. The definitive starting time of the respective performances can be found in the monthly performance schedule and on the website wienerstaatsoper.at.

Terms of payment

The price for the entire subscription must be paid in advance. The subscription price includes a € 5 service fee per subscription card.

Depending on the payment method specified in the subscription contract (one-off payment or payment in two installments), a subscription invoice will be issued either in full in June before the start of the next season (one-off payment) or half in June and the second half in the following January (payment in installments). When paying via online banking, the intended purpose stated on the payment slip must be used exactly, as otherwise a proper allocation is not possible. Payment can also be made by credit card or cash at the subscription office. If a direct debit order is placed with the Bundestheater, the subscription

amount will be collected at the end of June before the start of the season; the service fee of € 5 per subscription card is waived.

In the event of late payment, the subscriber will receive a reminder for the amount due plus a reminder fee of € 5.

Subject to changes

The Wiener Staatsoper GmbH expressly reserves itself the right to postpone dates (date and/or time), make changes to the cast and program as well as any artistic changes to the production or changes to the seating plan due to TV recordings.

Term & Cancellation

A subscription to the Vienna State Opera is automatically extended by one season unless the subscriber or the Vienna State Opera cancels it in writing (by means of a signed document; by post, e-mail, fax or personal delivery) by March 31 of the current season for the next season. Any changes to the subscription must also be notified to the subscription office in writing by March 31st of the current season. If the subscription has not been terminated in due form and time, the subscriber is obliged to pay in full on time. A delay in payment entitles the Vienna State Opera to cancel the subscription without notice and to dispose of the seats elsewhere.

In the event of extraordinary termination of the subscription for the current season, the subscriber is obliged to return his/her subscription ticket(s) or, if these have been exchanged for individual tickets, to return the individual tickets. If performances have already taken place as part of this subscription, the corresponding pro rata subscription price must be paid in any case.

Disclosure & change of personal 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 subscriber bears the risk of delayed notifications and information from the subscription office.

Data storage

Personal data will be used and stored in compliance with EU data protection regulations to the extent necessary for the processing and documentation of the subscription. In this context, reference is made to the data protection provisions of the Vienna State Opera, which can be found on the website at wienerstaatsoper.at.

Acceptance of the subscription conditions

With the conclusion or continuation of a subscription, the currently valid General Terms and Conditions of Subscription are recognized. In addition, the General Terms and Conditions of the Vienna State Opera and the House Rules of the Vienna State Opera, which can be found on the website at wienerstaatsoper.at, are recognized.

Vienna, March 2025