

## **General Terms and Conditions (GTCs) of**

Rudolfina-Redoute (registered association)  
(hereinafter referred to as “Ball Office” or “Organiser”)  
Lenaugasse 3  
1080 Vienna  
ZVR number: 949003177  
[office@rudolfina-redoute.at](mailto:office@rudolfina-redoute.at)  
[www.rudolfina-redoute.at](http://www.rudolfina-redoute.at)

### **1. Data Protection and Privacy**

All personal data transmitted to the Ball Office are protected under the regulations of the General Data Protection Regulation (GDPR). For more detailed information please see the Privacy Policy (Data Protection Statement) under <http://www.rudolfina-redoute.at/en/data-protection-statement>

Every guest acknowledges that visual recordings are occasionally produced and can further be used (photo, video, press photos, etc.). With the purchase of a ticket every guest expressly permits that any type of recordings made of him or her during or in connection with the event can be used without remuneration and without any spatial or temporal limitation employing any type of technical equipment and also for commercial purposes, as long as it not unreasonably prejudices personal rights.

### **2. Redemption/ Exchange/ Cancellation of Contract**

Redemption or exchange of paid tickets and bookings of seats is not possible. No refund will be paid for tickets that are not used, only partially used (i.e. through late arrival) or lost for whatever reason. A cancellation or exchange is not possible.

The purchase of a ticket is a distant contract according to the Austrian Act on Off-Premises and Distant Contracts (*Fern- und Auswärtsgeschäftegesetz*). To cancel the contract is excluded as it is a service connected with recreational activities and a given date or certain period is provided for in the contract (§ 18 Abs. 1 Z 10 FAGG).

Under no circumstances there is a refund of the purchase price. Especially there is no refund of the purchase price when guests are requested to leave the event because they are violating the house rules or dress regulations (i.e. no long evening dress or bright suit).<sup>1</sup> Should admission be refused because of the guest not being able to provide a covid-19 certificate as requested by law or regulatory provisions (e.g. vaccination status), there will be no refund of the ticket price as well.

### **3. Disclaimer**

The Ball Office accepts no liability for direct or indirect expenses towards third parties related to the booking (i.e. no refund of travel cancellation costs).

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<sup>1</sup> Detailed Information on the required dress code can be found at [www.rudolfina-redoute.at/en/dresscode](http://www.rudolfina-redoute.at/en/dresscode)

#### **4. Tickets**

When booking via our online booking system the tickets are delivered as email PDF-attachment to the e-mail address given during the sale process. See also point 5 - E-Tickets..

Are the tickets booked via our ball office the can alternatively be collected at the ball office of Rudolfina-Redoute during the opening times published on the website (Lenaugasse 3, 1080 Vienna) or at the box office in the Hofburg on the evening of the event (7:00 until 10:30 p.m.). To collect the tickets is only possible when showing a printout of the booking confirmation and an identity card.

#### **5. Further Terms regarding Tickets**

No reimbursement will be made at a loss of the access authorization. Admission tickets may not be used improperly; they may not be copied or modified. By purchasing a ticket, the guest accepts the house rules of the event location and also the general terms and conditions of the Organiser.

When leaving the event location, tickets lose their validity. Misuse will be punished.

A ticket cannot be considered as an invoice as defined in §11 UStG (Turnover Tax Law) and, therefore, does not entitle to pre-tax deduction.

##### Additional provisions for E-Tickets

The guest has to print the ticket on an A4 page or present it digitally. When entering the event the principle of first access applies. Tickets first accepted with their unequivocal identification are valid. Tickets with identical access authorizations (i.e. copied tickets) are automatically cancelled when first accessing the event. The guest may create only one printed version of the ticket. In addition, the guest is not entitled to produce digital copies, further printouts or to duplicate already printed tickets in order to gain unauthorized entry to the event for oneself or third parties or to make a fraudulent profit for oneself or third parties. The purchaser must take all reasonable steps to exclude a reproduction or duplication of tickets by third parties. The unique usable code on the tickets will electronically be cancelled at the event location through appropriate scanners. Tickets with an already cancelled code do not entitle the access to the event.

If the payment of already issued e-tickets should not properly arrive at the Organiser or should be cancelled by the purchaser, the Organiser reserves the right to cancel the tickets concerned. In this case the purchaser will be informed to the e-mail address given during the order process.

##### Additional provisions for Couleur Tickets

Colour Tickets are given by the Organiser to all active students who are a member of a fraternity being part of the European Federation of Christian Student Associations. These tickets are available as e-tickets. The Organiser reserves the right to cancel the tickets after checking the right to benefit. In this case the purchaser will be informed to the e-mail address given during the order process. Guests who take advantage of this offer are individually responsible that the respective association or fraternity proves the right to benefit without request (i.e. through transmission of member lists). For the

issuing of Couleur Tickets booking costs are charged to the customer. These costs will not be refunded in case of a cancelation of the ticket.

## **6. Cancellation or Postponement of the Event**

The Organiser has no obligation to inform the ticket holders of eventual cancellations, postponements or relocations due to force majeure or other reasons, but will still endeavour to notify all purchasers as far as possible. In any case the Organiser assumes no liability for any travel, hotel or similar expenses arising in connection with the cancellation, postponement or relocation of the ball. In the case of cancellation a refund of the ticket price can only be directly requested from the Organiser (Rudolfina-Redoute, Lenaugasse 3, 1080 Vienna).

If an advance booking, shipping or handling fee has been charged and the ball is cancelled, these costs and fees can in no case be refunded as the distribution service has been provided.

## **7. Prices**

The Ball Office of Rudolfina-Redoute is in charge of reservations, bookings and providing the tickets for advance sale. The prices indicated on the Rudolfina-Redoute website or by phone are final prices including all fees and taxes. Except of possible shipping or handling costs for the requested sending of tickets there are no further costs.

## **8. Applicable Law**

Exclusively Austrian law is applied excluding the international law rules; the United Nations Convention for the International Sale of Goods is not applicable.

## **9. Place of Fulfilment and Jurisdiction**

Vienna is the place of fulfilment. The competent court in Vienna, first district, is agreed as the place of jurisdiction.