

## Sales Conditions Online Shop

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### 1 Ticketing Online:

1 a Tickets, with the exception of performances with free seating and subscriptions, can be booked at our web shop according to best seat principle and by way of seating chart booking. You may book a maximum of 9 tickets per available category per performance and a maximum of 20 tickets per booking procedure. Online booking is possible until 2.5 hours prior to the beginning of the respective performance.

1 b Payment by credit card (VISA and Mastercard), PayPal or IMMEDIATE transfer: Tickets ordered online are either kept ready for you at the evening box office; for certain events they can be selected as print@home tickets; or they can be sent to you by registered mail (with a postage fee of € 6 added to the bill). We kindly ask you to have your order confirmation ready when picking up the tickets at the evening box office. If you choose the option of depositing your tickets at the evening box office, please note that they can only be picked up on the day of the performance.

print@home tickets for certain events:

- The ticket is considered valid only provided it is a DIN A4 print-out and intact. The barcode on the printed ticket must be legible. Illegible tickets are not valid.
- The ticket entitles its holder to the visit of the event/performance indicated on it and must be presented at the doors and/or upon request by the ushers. Any misuse of the ticket such as counterfeit or duplication is prohibited.

The sale is considered completed after successful entry of your credit card details or – in case of IMMEDIATE transfer – of your bank details. The transaction, however, will only be finalised provided the booking is carried out with a valid credit card or in case of IMMEDIATE transfer with valid bank details and that payment was authorised by the credit card company or in case of IMMEDIATE transfer by the bank in charge.

### 2 Exchanging Tickets:

Tickets purchased at one of the sales points of Theater Akzent cannot be taken back. Up until three days before the performance and against a fee of € 3 per ticket we will attempt to find comparable seats for a different night. Tickets can only be exchanged at the box office. This also applies to tickets purchased at our online shop. print@home tickets cannot be changed.

### 3 Wheel Chair Places:

Please note that for the time being it is not possible to reserve wheel chair places online. We kindly ask you to make an advance reservation by phone: 01/501 65-13306.

### 4 Voucher purchase Online:

The vouchers can be ordered through our online shop. Payment is the same as buying a ticket online - see points 1b and 1c. If you buy vouchers without tickets and choose the method "pick up at the evening box office", please contact our box office number 01/501 65-13306 if you would like to pick up the vouchers.

The vouchers can be redeemed in our online shop and at the day and evening cash on presentation of the voucher. Please take the printed voucher with you to redeem print@home vouchers. It is only valid if it has been printed on DIN A4 and presented intact. The print of the barcode on the voucher must be flawless, illegible vouchers are not valid. The voucher can not be redeemed in cash and is excluded from return and exchange. In the event of loss, theft or devaluation, no substitute can be made.

The voucher is valid for a period of 5 years from the conclusion of the contract.

### 5 House Rules:

With the purchase of a ticket visitors agree to our house rules.

### 6 Recordings:

It is strictly prohibited to make audio and/or video recordings of the performances/events. In the event of television broadcasts and/or photographs taken and video, film and audio recordings made by the theatre, the event organiser or by persons commissioned by the event organiser, the visitor upon purchasing a ticket gives his or her explicit consent to the broadcasting company, the theatre or the event organiser that recordings made of him or her during or in the context of the performance/event may be used for commercial purposes by means of any current or future technical procedure without any financial compensation due to him or her and without any limit in time or space.

### 7 Sound Level:

Some performances/events may present a health risk due to a high volume level and cause hearing damages. The audience will be notified of such a possibility prior to the start of an event. Upon request spectators will be provided free of charge with hearing protection. The hearing protection can be obtained from the audience service personnel. If the hearing protection is not made use of, the theatre shall bear no liability for any hearing damages.

8 Coats must be left at the cloakroom

9 Place of Jurisdiction is Vienna.

Stand 1.7.2020