

STANDARD TERMS AND CONDITIONS

FOR THE RESERVATION AND HANDLING OF EVENING GUIDED TOURS AFTER 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 the reservation of evening guided tours/private groups in the Vienna institutions (the display rooms at Schönbrunn Palace, the Sisi Museum, Vienna Furniture Museum) after opening hours that are not covered by a voucher agreement.
- 1.2 Groups must be accompanied by a certified/accredited guide. This guide shall be provided by SKB.
- 1.3 Participants 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 evening guided tours (private groups after opening hours) shall be made by means of a form available from the e-mail addresses given below on the websites listed below under *Group Programme*. The lead time is at least four weeks.
 - 2.1.1 Schönbrunn Palace (Grand Tour or Highlight Tour):
E-mail to eveningtours@schoenbrunn.at
www.schoenbrunn.at
 - 2.1.2 Sisi Museum, Imperial Apartments and Silver Collection in the Vienna Hofburg:
Email to reservierung@sisimuseum-hofburg.at, phone: +43 1 533 7570 715
www.sisimuseum-hofburg.at
 - 2.1.3 Vienna Furniture Museum:
E-mail to info@moebelmuseumwien.at, phone: +43 1 524 3357
www.moebelmuseumwien.at
- 2.2 The requested date will be checked by SKB for availability. A binding reservation will be made after the billing address has been provided, and will be confirmed by e-mail to the address provided for correspondence.

3. Prices

The prices are listed on the websites. Prices are subject to change.

4. Changes and cancellation

4.1 Requests for changes and cancellations of reserved evening tours must be made as soon as possible and must always be made in writing (e-mail):

4.1.1 For Schönbrunn: eveningtours@schoenbrunn.at, telephone: +43 1 811 13 249

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

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

4.2 Changes to reserved evening tours can only be made subject to availability.

4.3 Cancellations

4.3.1 Evening 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,- will be charged/debited (see 6.1. Pre-authorisation via payment link).

4.3.3 If the tour is cancelled less than three days before the event or in the event of no-show of the group on the evening of the tour, the minimum flat rate per group/guide will be charged/debited.

5. Tour procedure

5.1 Meeting point for the evening tour

5.1.1 At Schönbrunn: Visitors' entrance to the Palace building

5.1.2 At the Sisi Museum: Entrance to the ticket office foyer under the Michaelerkuppel

5.1.3 At the Vienna Furniture Museum: Museum ticket office

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

6. Payment

6.1 Credit card payment or collection by online payment service:

For Schönbrunn, payment can be made via our online payment service by means of credit card or bank transfer. A payment link will be sent with the confirmation of the reservation. A pre-authorisation for the invoice amount must be made at least one week (7 days) in advance. If a valid pre-authorisation is not received, there shall be no entitlement to the reserved evening guided tour. After the evening guided tour, the amount based on the actual number of participants will be debited. All credit card information will be transferred via a secure channel of the online service provider.

6.2 Bank transfer after invoicing:

This method of payment is available for all the institutions. The customer shall pay by bank transfer after receipt of the invoice plus any transfer charges. SKB will send an invoice corresponding to the actual number of participants to the address provided by the customer together with a reference number or similar.

SKB reserves the right to send an invoice for a deposit invoice if appropriate.

6.3 Payment at an on-site cash desk before the start of the evening tour is only possible at the Vienna Furniture Museum.

Changes in the number of persons will be taken into account in the settlement of accounts.

7. Compensation and liability

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