

# House Rules and General Terms and Conditions, Dürnstein Abbey

("House Rules & GTC" - as of July 14, 2022)

**By entering the premises of STIFT DÜRNSTEIN and/or purchasing tickets, customers accept these house rules & GTC.**

## 1. House rules

**Children:** Children up to the age of 14 may only visit STIFT DÜRNSTEIN with a supervisor of age. Supervisors and legal guardians are liable for their children or entrusted pupils and must supervise them during their entire visit to the museum in order to prevent accidents and damage and to keep the museum visit of other **persons** undisturbed.

**Smoking:** Smoking - including e-cigarettes - is prohibited at STIFT DÜRNSTEIN, except in the smoking areas in the baroque courtyard (ashtrays next to the benches).

**Animals:** It is prohibited to bring animals into STIFT DÜRNSTEIN, except for the baroque courtyard and certified assistance dogs. The customer must show the appropriate identification card when visiting. In order to enable optimal care on site, registration is desired.

**Food:** Eating and drinking is only allowed in the baroque courtyard. Catering in the event area is possible by arrangement.

**Keep your distance:** The customer must keep a distance from the exhibits.

**Prams:** These are allowed everywhere. A baby's changing table is available in the toilet facility.

**Clothes:** Attention should be paid to appropriate clothes for the location, especially for church attendance.

**Music & Musical Performances:** Music as well as musical performances especially in the baroque courtyard are not allowed. For the latter, the consent of the supervisory staff on duty of STIFT DÜRNSTEIN is to be obtained.

**Photo, Video:** Photography and filming for private use within the framework of copyright-free use of works is generally permitted throughout Dürnstein Abbey. The use of flashes, tripods and selfie sticks is not permitted.

Photo & film permissions for journalistic, commercial or scientific purposes can be obtained from the STIFT DÜRNSTEIN press officer.

**Services:** On the premises of Dürnstein Abbey, services and products are offered exclusively by STIFT DÜRNSTEIN itself. The sale of services or items is only permitted with the express permission of STIFT DÜRNSTEIN.

**Supervision:** The instructions of the supervisory staff must be followed.

**Surveillance cameras:** STIFT DÜRNSTEIN reserves the right to pass on the image recordings of the surveillance cameras to the legal entities involved for official or judicial evaluations.

**House ban:** The STIFT DÜRNSTEIN reserves the right to exclude persons who do not observe the house rules and general terms and conditions or who do not follow the instructions of the supervisory staff in order to comply with them, persons whose behaviour is an obvious nuisance to other visitors or who disrupt the operation of the museum, persons who are afflicted with a notifiable infectious disease, persons who carry weapons or dangerous objects, as well as unaccompanied children under 14 years of age from visiting the museum. If the reason for exclusion is first noticed during the visit to the museum, the visitor must leave immediately upon request of the supervisory staff of the STIFT DÜRNSTEIN. In this case, the entrance fee will not be refunded. STIFT DÜRNSTEIN reserves the right to permanently ban visitors from the premises if they repeatedly disturb the operation of the museum or violate the house rules and general terms and conditions.

## 2. Tickets

**No legal entitlement:** STIFT DÜRNSTEIN always endeavours to offer all interested people the best possible service when purchasing tickets. However, there is no legal entitlement of an interested person to purchase or reserve one or more tickets for the exhibition or other events of the STIFT DÜRNSTEIN.

**Normal prices:** The prices of the STIFT DÜRNSTEIN apply according to the currently valid price lists, which are posted at the cash desk and accessible in the Online Ticket Shop. These prices include the respective statutory value-added tax. STIFT DÜRNSTEIN reserves the right (especially for special tours) to set prices that deviate from the price lists in individual cases; these will be posted at the ticket office and published in the Online Ticket Shop.

**Reduced prices:** Reduced-price tickets can only be purchased by persons who belong to one of the beneficiary groups. The discount tickets are invalid without a photo ID or document (e.g. bonus card) proving the beneficiary status. In case of unauthorized use of a discount ticket, the difference can be charged or the customer can be expelled from the STIFT DÜRNSTEIN. In the latter case, the purchase price of the ticket will not be refunded.

**Purchase:** Tickets for the exhibition at STIFT DÜRNSTEIN are available during the respective opening hours at the ticket offices of STIFT DÜRNSTEIN or in the Online-Ticket Shop.

**Payment:** Payment for admission tickets is generally made in cash, by ATM card or by credit card. STIFT DÜRNSTEIN reserves the right to set a minimum amount below which payment by credit card will not be accepted. The minimum amount applicable in each case is indicated on the price lists posted at the box office and the Online Ticket Shop.

**Validity period:** The tickets are valid depending on the method of purchase as follows:

- **Normal tickets:** Tickets purchased at the STIFT DÜRNSTEIN box office are generally valid only on the day of purchase for 2 hours from the time of purchase.
- **Advance tickets:** These are valid until the date printed on the voucher (valid until dd/mm/yyyy).
- **Online Ticket:** Unless otherwise stated, these are valid in the year of the purchase date shown on the Online Ticket.

The card is validated when entering the exhibition area for the first time. Interruptions of the museum visit on the same day are permitted, but must be reported to the staff at the entrance when leaving the exhibition area.

**Third-party sales:** The hawking and selling of STIFT DÜRNSTEIN admission tickets by third parties on the STIFT DÜRNSTEIN premises is not permitted.

**Return/exchange/replacement:** An exchange of paid tickets, a replacement for tickets lost in any way or for guided tours not taken or only partially taken cannot be provided. This applies in particular to persons who miss the start of the guided tour or who arrive just before the STIFT DÜRNSTEIN closes.

**Limited viewing opportunities:** The admission ticket only entitles the holder to visit all the exhibition rooms open to visitors at any given time.

The STIFT DÜRNSTEIN reserves the right to temporarily close certain areas for practical reasons (e.g. organizational or conservation reasons, due to weather conditions or special events). Such restrictions do not entitle the holder to the return of tickets already purchased. STIFT DÜRNSTEIN may change the program (especially guided tours) for practical reasons. If guided tours are postponed for more than two hours, the customer is entitled to demand a refund of the fee paid for the tour. It is the responsibility of the customer to inform himself/herself on the day of the guided tour or event about any changes, e.g. through the media or also by telephone at STIFT DÜRNSTEIN.

### 3. Access

**Opening hours:** The opening hours of the STIFT DÜRNSTEIN are indicated on the website [www.stift-duernstein.at](http://www.stift-duernstein.at). STIFT DÜRNSTEIN reserves the right to change the opening hours. The customer must call in advance to find out whether a visit to the exhibition rooms is possible at the desired times. No claims for compensation can be made on the basis of changes to the opening hours.

**ID:** The valid admission ticket must always be presented to the museum service staff upon request.

**4. Wardrobe**

**Duty to hand in:** Sticks with metal tips are to be left in the checkout area, backpacks larger than A4, bags and packages larger than A3 are to be locked in the free lockers in the WC area (€ 1 deposit). Permitted backpacks and bags are to be carried sideways over the shoulder. STIFT DÜRNSTEIN reserves the right to decide that smaller bags may also have to be handed in. In special cases (e.g. bad weather), the STIFT DÜRNSTEIN can arrange for a cloakroom drop-off for conservation reasons.

**Refusal:** The acceptance of items for safekeeping in the checkroom may be refused in individual cases, e.g. in the case of dangerous or oversized items, as well as in the case of overcrowding.

**Expiry:** Unclaimed or lost items will be stored at STIFT DÜRNSTEIN for six months.

**5. Exclusion of liability**

Claims for damages by the customer for whatever legal reason, in particular due to impossibility of performance, due to items left behind, forgotten or lost in the area of the STIFT DÜRNSTEIN or for items deposited in the free lockers, are excluded, unless they are based on intent or gross negligence of the STIFT DÜRNSTEIN. This limitation does not apply to compensation for damage to persons and to items handed over for processing and for safekeeping in the cloakroom, nor to damage under the Product Liability Act.

**6. Other**

**Applicable law:** Austrian law shall apply excluding the regulations of the UN Convention on Contracts for the International Sale of Goods.

**Place of jurisdiction:** For entrepreneurs and consumers who do not have their domicile or habitual residence in Austria and are also not employed in Austria, the court responsible for 3601 Dürnstein is agreed as the competent court for all legal disputes in connection with this contract, also insofar as it concerns its conclusion or dissolution.

**Changes:** We reserve the right to change and adapt the house rules & GTC as necessary, whereby the change in each case only applies to future contract conclusions.

**Severability clause:** If any provision of these house rules & GTC should be invalid, the validity of the remaining regulations shall not be affected.

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