

TERMS AND CONDITIONS FOR GUIDED TOURS

Festspielhaus Bregenz | Kongresskultur Bregenz GmbH | Effective as of February 2025

1. GENERAL INFORMATION

These Terms and Conditions apply to all guided tours at Festspielhaus Bregenz and are deemed accepted upon confirmation of booking.

2. TOUR BOOKINGS AND CONFIRMATION

- _ Bookings for guided tours at Festspielhaus Bregenz must be submitted in writing. A tour is only regarded as firmly booked upon countersignature of our booking confirmation, which will be sent via email.
- _ An electronic signature (eSign) is considered equivalent to a handwritten signature. Both forms carry the same legal validity and binding effect.

3. PAYMENT CONDITIONS

Payment is generally made by invoice, in accordance with the terms agreed at the time of booking. Bank transfer: The invoiced amount is to be transferred within two weeks of receipt of the invoice to one of our designated accounts, quoting the invoice number. For transfers originating from within the EU, fee-free receipt for the beneficiary is considered agreed.

4. GROUP SIZE

Each group is guided through Festspielhaus Bregenz and the surrounding grounds by a staff member of Festspielhaus Bregenz or a qualified guide. The maximum group size per guide is 30 participants, though this may vary depending on the specific tour location and its associated safety regulations. All instructions and safety directives issued by the guide must be strictly observed.

5. CANCELLATION POLICY

- _ Should you need to cancel a confirmed guided tour, the following terms shall apply: Cancellations made up to 14 days prior to the scheduled tour are free of charge. For cancellations made up to 72 hours in advance, 50% of the agreed fee will be invoices. Cancellations made within 72 hours of the tour's start time, or non-appearance of the group on site, will incur the full fee. In cases where a tour cannot proceed due to force majeure - such as strikes, armed conflict or natural disasters - no cancellation charges will apply. Please note that all cancellations must be submitted in writing to be valid.
- _ In the event of non-appearance at the agreed time or a delay of more than 30 minutes, the right to the service lapses without entitlement to a refund or credit towards an alternative date.
- _ Rehearsals and ongoing events within Festspielhaus Bregenz and its surrounding areas may necessitate adjustments to the agreed tour content.

Please be advised that guided tours in outdoor areas cannot be guaranteed due to weather conditions and safety considerations (e.g. construction work, etc.).

6. LIABILITY AND LEGAL VENUE

Participation in guided tours is strictly at the participant's own risk. Liability for personal injury or property damage is assumed only within the scope defined by statutory provisions. The place of jurisdiction shall be Bregenz or the locally competent court. Austrian law shall apply exclusively to this contract.