

General terms and conditions

Online ticket sales

Osterfestspiele Salzburg GmbH

Herbert-von-Karajan Platz 9

5020 Salzburg, Austria

Commercial register No.: FN 57026 m

VAT identification number: ATU 37433700

Austrian data processing registry number: 0955264

Tel.: 0043 (662) 8045 362

Fax: 0043 (662) 8045 790

E-mail: karten@ofs-sbg.at

Website: www.osterfestspiele-salzburg.at

1. Tickets are sold online as of 1 December every year.
2. All ticket sales for events are binding and cannot be cancelled or modified.
3. The credit card company or bank must authorise the billing amount in order for each contract to become valid. The following credit cards are accepted online: VISA, MasterCard, JCB, Diners Club, American Express.
4. Tickets may be collected from the ticket office of the Osterfestspiele Salzburg, Herbert-von-Karajan Platz 9, 5020 Salzburg, at the times stated on the website of the Salzburg Easter Festival, or one hour before the commencement of the event at the ticket desk at the event venue. For tickets to be collected, the sales confirmation and the credit card with which the transaction was made must be presented.
5. You hereby permit the use of your personal data inasmuch as this is necessary to process your ticket purchase from the Osterfestspiele Salzburg GmbH, and you hereby give your permission to receive information (e.g. about successful credit card authorisations, special offers, amendments, cancellations) via E-mail and newsletters.
6. It is your responsibility to check the information on your entrance tickets. Should there be any mistakes, please contact the ticket office of the Osterfestspiele Salzburg immediately.
7. Ticket orders and ticket purchases are binding in every form. Transfer costs shall be borne by the recipient. Changes to the cast, the programme or the starting times do not entitle you to return your tickets. It is your responsibility to stay informed about any changes. You can find the most up-to-date information on our website, at: www.osterfestspiele-salzburg.at.

8. The Osterfestspiele Salzburg GmbH retains the right, for organisational reasons, to offer seats in the same category, but other than those stated on the tickets. Gift vouchers may be redeemed at the ticket office of the Osterfestspiele Salzburg up to the date stated on the voucher. However, no guarantee can be given that specific performances or seats will be available. It is not possible to exchange such vouchers for cash.

9. Purchase for commercial resale is prohibited without prior permission from the Osterfestspiele Salzburg GmbH.

10. By purchasing the tickets, the user also accepts the house regulations of the event venue.

11. These terms and conditions are subject to Austrian law to the exclusion of the UN Sales Convention. The place of jurisdiction shall be the competent court in the city of Salzburg.

Salzburg, 1. 1. 2016

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Managing director:	Peter Ruzicka
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