



## GENERAL TERMS AND CONDITIONS

Please note that, by booking or buying a ticket for the tour, you agree to the following terms and conditions of the organiser, Wien Kanal, Großmarktstraße 5, A-1230 Vienna:

### 1. Ticket reservations

Tickets can be reserved online at [www.drittemanntour.at](http://www.drittemanntour.at), or by phone at +43 1 4000-3033 (Mondays through Fridays, 07:30 a.m. - 4:30 p.m.). When making a reservation, you will receive a booking code by sms or by e-mail to the mobile phone number or e-mail address you have provided. Please note that only the booking code will be accepted as valid proof of reservation when you come to pick up your tickets at the ticket counter.

Tickets must be picked up at least 20 minutes before the scheduled start of the tour at the ticket counter on Karlsplatz (Girardipark). Otherwise the reservation will be cancelled automatically.

### 2. Buying a ticket

The ticket counter at Karlsplatz (Girardipark) is open Thursdays through Sundays from 10 a.m. to 8 p.m during tour season (i.e. from May to October). The ticket prices are displayed on the price list. Tickets purchased cannot be returned, and the purchase price cannot be reimbursed in any way.

### 3. Receipt / proof of purchase

The tickets fulfil all requirements of a valid receipt and therefore serve as proof of purchase. Customers purchasing several tickets cannot be issued a "collective receipt". Every visitor receives an invoice when the payment process is completed. On the invoice are price, date and the value added tax (10 % VAT) specified. This invoice is valid as admission ticket.

### 4. House rules

By purchasing a ticket, you automatically agree to comply with the house rules posted on location. Participants are required to follow the instructions of the tour guides at all times.

### 5. Admission

Tours start every hour, on the hour. Once the tour has started, further participants cannot be admitted.

## **6. Tours discontinued or altered**

The guided tour may be held in altered or shortened form due to bad weather conditions. After heavy rainfall, which can cause danger of flooding, *Wien Kanal* reserves the right to cancel the tour at short notice or to stop tours that have already started. Please note that tickets cannot be reimbursed or ticket prices reduced in case of programme changes due to weather conditions. *Wien Kanal* will not reimburse any expenses incurred by the participants (e.g. hotel or transport costs) after a tour has been called off or delayed, or the programme has been changed in any way.

## **7. Photos and videos**

To prevent problems during the tour, visual or audio recordings in any form and by any recording medium (photos, videos, digital recordings, audio recordings, etc) require the prior consent of the tour guides.

## **8. Consent to film and photo recordings**

The ticket holder explicitly consents to the use or evaluation of any recordings made of her/him during or in the context of the tour by the reporting media institution, by any technical means available now or in the future, without reimbursement or restrictions regarding time or place.

## **9. Litigation**

In the event of any dispute concerning this agreement, the venue shall be the court of competent jurisdiction in Vienna. Austrian law shall apply.