

Terms and Conditions – Subscriptions

DISCLAIMER: This document serves only as a translation – for legal purposes please adhere to the german version. For some important expressions, the corresponding german ones will be next to them in parentheses.

The Wiener Staatsoper GmbH offers subscriptions in different price groups.

The subscription (= Abonnement) is offered at a fixed price per price group. Within a subscription group (=Abonnementgruppe), a maximum of 7 seats can be purchased per subscriber (existing subscriptions are exempt from this restriction).

The Vienna State Opera magazine "Opernring Zwei" and the magazine "Bühne" are sent free of charge per customer number within Europe.

Commercial resellers are not entitled to purchase a subscription.

Performances & Seats

The subscription includes 5 performances (= Vorstellungen) in the period September to June. When signing the contract, the subscriber chooses a day of the week and one or more seats. Generally, available weekdays are Monday to Friday and Sunday. The specific selection of works and dates is made by the Vienna State Opera. The subscription dates are sent to the subscriber by post within 8 weeks of the corresponding season presentation and printed on the subscription ticket.

Performances not attended cannot be redeemed and subscription dates cannot be exchanged. For one performance per season, however, the subscriber has the option of exchanging the entire seats of a subscription for seats of another performance of the same production, provided that corresponding seats are available; an exchange is only possible within the same price group or against payment of an additional fee for a more expensive price group.

Performance attendance

The subscriber receives one subscription ticket (= Abonnementausweis) per seat per season, which is sent out in August at the latest, but in any case only after payment of the subscription. If the subscription ticket has not been delivered by the last working day of August, the subscription office (= Abonnementbüro) must be informed. The subscription ticket contains, among other things, the customer number, which must be quoted in all enquiries or requests for changes. The subscription ticket serves as an admission ticket and entitles the holder to attend the performances listed on the subscription ticket. The loss of a subscription ticket must be reported immediately to the subscription office of the Vienna State Opera. The subscription performances of a particular subscription group generally take place on the specified day of the week. The definitive starting time (= Beginnzeit) of the respective performances can be found in the monthly performance schedule and on the website wiener-staatsoper.at.

Terms of payment

The price for the entire subscription must be paid in advance. The subscription price includes a € 5 service fee per subscription ticket.

In accordance with the payment method stipulated in the subscription contract (one-off payment or payment in two instalments), a subscription invoice is issued either in full in June before the start of the next season (one-off payment) or for 60% of the total amount in

June and the remaining 40% of the total amount in the following January (payment in instalments). If payment is made via online banking, the exact reference (= Zahlungsreferenz) given on the payment slip must be used, otherwise it will not be possible to allocate the amount correctly. In addition, payment can be made at the subscription office by credit card or in cash. If a SEPA mandate is placed with the Bundestheater, the subscription amount will be collected at the end of June before the start of the season; the service fee of € 5 per subscription ticket is waived in this case.

In the event of late payment, the subscriber will receive a reminder (= Zahlungserinnerung) for the amount due plus a reminder fee of € 5.

Subject to change

The Wiener Staatsoper GmbH expressly reserves the right to change dates (date and/or time), cast and programme changes as well as any artistic changes to the production or changes to the seating plan due to TV recordings.

Term & Cancellation

A subscription to the Vienna State Opera is automatically renewed for one season unless the subscriber or the Vienna State Opera cancels it in writing (by hand-signed document; by post, e-mail, fax or hand delivery) by 31st March of the current season for the next season. Any changes to the subscription must also be notified in writing to the subscription office by 31st March of the current season. If the subscription has not been cancelled in due form and time, the subscriber is obliged to make full payment in due time. Delayed payment entitles the Vienna State Opera to terminate the subscription without notice and to dispose of the seats elsewhere.

In the event of extraordinary cancellation of the subscription for the current season, the subscriber is obliged to return his/her subscription ticket(s) or, if these have been exchanged for single tickets, to return the single tickets (= Einzelkarten). If performances have already taken place within the framework of this subscription, the corresponding proportional subscription price must be paid in any case.

Disclosure & change of personal data

Personal data (name, address, telephone number, email address) must be kept up to date and changes must be notified to the subscription office without delay, otherwise the subscriber bears the risk of delayed notification and information by the subscription office.

Data storage

Personal data will be used and stored in compliance with data protection laws to the extent necessary for the processing and documentation of the subscription. In this context, reference is made to the data protection regulations of the Vienna State Opera, which can be found on the website at wiener-staatsoper.at.

Acceptance of the subscription conditions

With the conclusion or continuation of a subscription, the currently valid Terms and Conditions for subscriptions are acknowledged. In addition, the General Terms and Conditions (= AGB) of the Vienna State Opera and the House Rules (= Hausordnung) of the Vienna State Opera, which can be found on the website at wiener-staatsoper.at, are acknowledged.

(Version April 2022 – binding for subscriptions from Saison 2022/23 and onward)