

## House Rules and General Terms and Conditions for Museum Visits

(Original: "Hausordnung & AGB" – as of 01 February 2018)

**By entering the premises of the ALBERTINA Museum and/or purchasing admission tickets, customers accept these House Rules and General Terms and Conditions.**

### 1. House Rules

**Children:** Children under 14 years of age may only visit the ALBERTINA Museum under the supervision of an accompanying adult. Parents and/or legal guardians bear full responsibility for the children and/or school students whom they are accompanying and must monitor them for their entire visit to the museum in order to avoid accidents and damage as well as to avoid disturbing other museum visitors.

**Smoking:** Smoking—including the use of electronic cigarettes—is not permitted anywhere at the ALBERTINA Museum.

**Animals:** Animals will not be admitted to the ALBERTINA Museum, with the exception of certified assistance dogs. Customers with such dogs must produce the appropriate identification upon their arrival. In order to facilitate optimal assistance onsite, prior notice is requested.

**Food:** Eating and drinking are allowed exclusively at the museum's own restaurant. Upon prior arrangement in special cases (children's birthdays, tours for nursery and elementary school groups), children may consume packed snacks at the Format Werk Atelier.

**Keeping one's distance:** Visitors must maintain an appropriate distance from the artworks and may not touch them under any circumstances.

**Mobile phones:** The use of mobile phones at the ALBERTINA Museum (in the exhibition area) is prohibited.

**Baby carriages:** These are permitted everywhere. Baby changing stations are available in the toilet facilities on Level 1.

**Photos, videos:** Taking photographs and recording video footage for private uses that are not subject to copyright is generally permitted throughout the ALBERTINA Museum. The use of flashes, tripods, and/or selfie-sticks is prohibited. Special rules may apply to special exhibitions; any notices posted in the exhibition spaces must be observed. Permission to take photos and record video footage for journalistic, commercial, and/or scholarly purposes can be obtained from the Albertina Museum's Press Office. If you are interested in making commercial use of images of the works owned by the ALBERTINA Museum, please contact our Reproduction Department.

**Drawing:** As a rule, drawing with a pencil and a pad of paper (max. size: A4) in the exhibition spaces is allowed as long as the museum is not too crowded. Not permitted are ink, paint, easels, chairs, the use of erasers or pencil sharpeners, and sitting or lying down on the floor to draw. Those who wish to draw may bring along a folding stool with rubber feet.

**Museum attendants:** Instructions given by the museum attendants must be followed.

**Surveillance cameras:** The ALBERTINA Museum reserves the right to make video taken by its surveillance cameras available for evaluation by public authorities and/or courts in the event of legal proceedings.

**Bans:** The ALBERTINA Museum reserves the right to exclude from the premises individuals who violate the House Rules & General Terms and Conditions or fail to follow instructions by museum attendants aimed at compliance therewith, individuals who act in ways that are obviously disturbing to other visitors or who impede museum operations through their behavior, individuals suffering from notifiable communicative diseases, individuals carrying weapons or other dangerous objects on their persons, and parents/guardians who fail to monitor their children under the age of six. In relevant cases that only become apparent during an individual's visit to the museum, the visitor is obligated to leave the ALBERTINA Museum immediately upon being told to do so by the head attendant on duty. In such cases, the price paid for admission will not be refunded. The ALBERTINA Museum reserves the right to permanently ban visitors should they repeatedly disturb museum operations or violate the House Rules & General Terms and Conditions.

**WiFi:** Use of the ALBERTINA Museum's free WiFi is permitted during one's visit.

## 2. Admission Tickets

**No legal claim:** The ALBERTINA Museum makes a consistent effort to provide all interested individuals with the best possible service when purchasing admission tickets. Such individuals cannot, however, claim any legal right to the purchase or reservation of one or more tickets for exhibitions or other events held by the ALBERTINA Museum.

**Normal prices:** The prices of the ALBERTINA Museum apply in accordance with the currently valid price list, which is posted by the ticket desk and accessible via the online ticket shop. These prices contain VAT at the legally mandated rate. In certain cases (particularly where special exhibitions are concerned), the ALBERTINA Museum reserves the right to set prices that may deviate from the price lists; these will likewise be posted at the ticket desk and made public via the online ticket shop as well as printed on the admission tickets.

**Reduced prices:** Reduced-price admission tickets may be purchased only by individuals belonging to one of the groups entitled thereto. Reduced-priced tickets are valid only in combination with photo ID confirming one's entitlement. Should a visitor who is not entitled to reduced price admission attempt to use a reduced-price ticket, the difference may be collected or the customer may be made to leave the ALBERTINA Museum. In the latter case, the admission ticket's price will not be refunded.

**Purchase:** Admission tickets for ALBERTINA Museum exhibitions are available at the ALBERTINA Museum's ticket desks during opening hours or via the online ticket shop.

**Limitation:** The ALBERTINA Museum reserves the right to sell only a limited number of tickets per interested party for exhibitions that are especially popular, though it may also deviate from this policy in individual cases.

**Payment:** As a matter of principle, payment for admission tickets shall be made in cash or via debit card or credit card. The ALBERTINA Museum reserves the right to establish a minimum amount below which credit card payment will not be accepted. The applicable minimum amount is indicated on the price lists posted at the ticket desk and made public via the online ticket shop.

**Duration of validity:** Depending on how they are purchased, admission tickets have the following validity:

- **Normal admission tickets:** Tickets purchased at the ticket desk of the ALBERTINA Museum are, as a rule, valid only on the day of purchase (which is printed on them).
- **Advance sale tickets:** These are valid up to the date printed on them ("gültig bis dd.mm.yyyy")
- **Tickets purchased online:** These are valid for one year from the purchase date printed on them.

Tickets are cancelled when one enters the exhibition area for the first time. Interruptions of one's museum visit are permitted, but must be announced to the personnel at the admission point upon leaving the exhibition area.

**Sale by third parties:** Third parties are not permitted to offer for sale and/or sell admission tickets to events of the ALBERTINA Museum on the premises of the ALBERTINA Museum.

**Return/Exchange/Compensation:** No exchange of paid-for admission tickets, replacement of admission tickets lost in whatever way, or compensation for tours not or only partially taken can be made. This applies in particular to individuals who miss the beginnings of their tours or only arrive shortly before the ALBERTINA Museum closes and can no longer be admitted due to eventualities such as heavy attendance and/or overcrowding of a particular exhibition or the entire museum, especially if certain exhibition spaces are temporarily closed to new visitors as a result.

**Limited viewing opportunities:** Admission tickets entitle visitors only to enter all of those exhibitions and spaces of the ALBERTINA Museum that are open. If capacity limits are reached, individual areas, exhibitions, or the entire museum may be closed to additional visitors. The ALBERTINA Museum reserves the right to close certain areas temporarily should this become necessary (e.g. for organizational or conservatorial reasons, due to weather conditions, or due to special events). Such limitations do not entitle visitors to refunds for admission tickets that have already been purchased. The ALBERTINA Museum may also make changes to its program (especially tours, exhibitions, and lectures) should it be necessary. If times of tours and/or lectures are changed by more than two hours, customers have the right to demand refunds of the prices they have paid for said tours and/or lectures. It is the customer's responsibility to inform him or herself of any such changes on the day of the tour and/or event, either via the media or by phoning the ALBERTINA Museum.

## 3. Admission

**Opening hours:** The ALBERTINA Museum's opening hours are indicated on the website [www.albertina.at](http://www.albertina.at). The ALBERTINA Museum reserves the right to change its opening hours. The customer must inform him or herself beforehand by phone whether it will be possible to visit the exhibition spaces at his or her desired time. No claims for indemnification associated with changes to opening hours may be made.

**Identification:** Museum personnel must always be shown one's valid admission ticket upon their request.

## 4. Cloakroom

**Obligatory use:** Umbrellas, metal-tipped canes (suitable walking aids are available at the cloakroom), backpacks larger than A4 format, bags and packages larger than A3 format, and wet garments must be deposited in the cloakroom (for a fee) or in the cloakroom lockers (free of charge). Any small bags that a visitor does take in must be hung over their shoulder and at their side. The Albertina Museum reserves the right to require visitors to deposit smaller bags, as well. In special cases (e.g. inclement weather, special exhibitions), the ALBERTINA Museum may declare a general obligation to use the cloakroom facilities for conservatorial reasons.

**Refusal:** In special cases (such as with dangerous or oversized items, and if the cloakroom is already full), the cloakroom may refuse to accept objects for storage.

**Termination of service:** Objects not retrieved will be passed on to the municipal lost property office, and items of clothing not retrieved within three months of deposit will be donated to charity.

## 5. Exclusion of Liability

**Claims to compensation for damages by the customer for whatever legal reason—especially in cases of an inability to render services, in cases of objects left, forgotten, or lost on the premises of the ALBERTINA Museum, and in cases of objects deposited in the free lockers—are excluded insofar as said damages are not due to willful intent or gross negligence on the part of the ALBERTINA Museum. This exclusion does not affect compensation for damages to individuals or to items deposited in the cloakroom for processing and storage or compensation for damages that fall under the Product Liability Act.**

## 6. Miscellaneous

**Applicable law:** Austrian law applies under exclusion of the provisions of the UN Convention on Contracts for the International Sale of Goods.

**Place of jurisdiction:** For businesses and consumers whose place of residence or habitual abode is outside of Austria and who are also not employed in Austria, the competent court for 1010 Vienna is agreed upon as the competent court for all legal disputes arising in connection with this contract, including such cases that concern its establishment or termination.

**Changes:** We reserve the right to change and/or adapt the House Rules & General Terms and Condition as necessary, in which case the respective changes shall only apply to contracts concluded subsequent to such changes.

**Severability clause:** Should a provision of these House Rules & General Terms and Conditions be invalid, this shall not affect the validity of the remaining provisions.

The ALBERTINA Museum  
Albertinaplatz 1  
A-1010 Vienna  
T +43 1 53483 0  
F +43 1 53483 199  
E info@albertina.at