

## TERMS AND CONDITIONS

### GENERAL

The purchase of an admission ticket establishes a legally valid contract between Mainfranken Theater Würzburg and the ticket purchaser.

### PRICES

With the exception of readings, song recitals and revues, all prices of the individual tickets include the pension levy. Currently, the pension levy is 0.10 euros. The box office prices of Mainfranken Theater are set by the city council and can be changed at the start of each season. For special occasions (gala events, stage balls, special concerts, and events with catering) these prices can be determined by Mainfranken Theater's management.

### LIABILITY

Mainfranken Theater Würzburg only assumes liability to the extent that this is expressly regulated in these conditions.

### ADVANCE SALE

Advance ticket sales for performances at Mainfranken Theater are possible at the theatre's own box office and in Falkenhaus (Marktplatz 9). Advance sales for single tickets starts at the beginning of the season. For special events and guest performances, please note the individual advance sale deadlines, information on which you can find at the box office. The box office will remain closed for guest performances whose tickets are not sold at Mainfranken Theater.

### TICKET RESERVATION

Tickets can be reserved in person, in writing, by fax, by e-mail or by telephone and will be processed after the date of receipt, from the start of the advance sale. Reserved tickets have to be paid for within 14 days, otherwise they will become available again. Paid tickets have to be picked up at the box office at least half an hour before the performance starts. Upon request, paid tickets can be sent to the buyer for a fee of 3.00 euro and up to 14 days before the performance.

### PRICE REDUCTIONS

Reductions depend on the price of the evening performance. Pupils, students and trainees, unemployed persons, severely disabled persons, volunteers (BFD and FSJ) receive a price reduction of up to 50 percent. Subscribers to Mainfranken Theater Würzburg receive a reduction that is based on the respective subscription conditions.

Proof of the respective entitlement must be carried along and presented on request with each visit to the theatre. Mainfranken Theater Würzburg reserves the right to change the regulations regarding price reductions or to grant new reductions. These will be announced on a notice board. Discounts do not apply to premieres, guest performances and special events (gala events, stage balls, special concerts, and events with catering). There is no

reduction for performances with a ticket price of less than 15.00 euro. Various discounts per ticket cannot be used at the same time.

## **GROUP ORDERS**

Groups of at least 25 people receive a discount of up to ten percent on the evening performance's price. Group orders from a group allotment can be made in writing, by fax, by e-mail, by telephone or personally. The final number of tickets must be communicated at least one month before the day of the performance.

## **GIFT VOUCHERS**

Gift vouchers are subject to the statutory limitation period. No refund is possible.

## **TICKET RETURN**

Paid tickets will not be taken back. No compensation will be paid for performances that are missed, partially or completely, regardless of the reason.

## **PERFORMANCE CANCELLATION/ DISCONTINUED PERFORMANCE**

If a performance is cancelled or a program change becomes necessary at short notice, the admission price for tickets purchased over-the-counter will be refunded upon request before the start of the performance. If tickets are not returned or exchanged before the performance begins, the performance is deemed to have been attended, and the tickets shall lose their validity. If the performance is cancelled before the interval or within the first half of the program, tickets may be returned or exchanged by the end of the season. In exceptional cases (e.g. postponement of a performance to a new date) tickets may remain valid. Mainfranken Theater will explicitly inform you about this. Further entitlements cannot be asserted.

## **PICTURE AND SOUND RECORDINGS**

No video and/or audio recordings may be made during the events. In the event of non-compliance, this can result in an immediate exclusion from the theatre visit. In such a case, no entitlement to reimbursement of the admission fee exists. The picture and/or sound recordings must be deleted or handed over to Mainfranken Theater immediately upon request and shall become the property of Mainfranken Theater.

## **PLACE OF JURISDICTION**

Place of jurisdiction is Würzburg.

Mainfranken Theater Würzburg is neither willing nor obliged to participate in dispute settlement proceedings before a consumer dispute settlement office.

Otherwise, the statutory provisions shall apply.

## **DATE OF EFFECT**

These general terms and conditions take effect immediately.

Würzburg, 19 December 2019