

Translation from the German into the English Language

House Rules

1. General Information

The House Rules of the Gesellschaft der Musikfreunde in Wien contain the obligations that directly pertain to event participants based on the regulations in the *Wiener Veranstaltungsgesetz* (hereinafter Vienna Act on Public Events) and the obligations that arise for these participants toward the event organizer through the legal transaction involved in attending the event venue as well as regulations under the Vienna Act on Public Events that exceed the above scope.

2. Admission

- 2.1. A valid admission ticket is required to attend an event.
- 2.2. Latecomers are not allowed to enter the concert hall of their own accord after the start of the performance. Admission during a break between movements is not allowed. Entry can be allowed only during a lengthy interruption or during an intermission in the concert – but only if granted by a staff member in charge. This rule applies also to seats in the parterre and balcony boxes as well as to event-goers in standing room spaces.
- 2.3. Event-goers who are under the influence of alcohol, drugs or otherwise similarly impaired, who conduct themselves in some other untoward manner and who could disturb the event for the reasons named or other reasons (in particular reasons related to safety and security) can be kept from entering by the staff in charge despite holding a valid admission ticket and can be expelled from the building to the exclusion of any refund claims.
- 2.4. Children under the age of five are not admitted to events for their own safety (due to the sound level, the duration of performances, etc.) even if accompanied by legal guardians or other adults. Regardless of the type and the program of the events, the Gesellschaft der Musikfreunde in Wien reserves the right to modify the age of admission for selected events in an age-appropriate way.
- 2.5. The number of admission tickets issued is allowed to be at most the maximum number of participants permitted by the authorities. If the number of event participants exceeds this maximum number, entry of further individuals must be prevented in a suitable manner.
- 2.6. The sale of admission tickets within or in the vicinity of the event venue is permitted only with the approval of the event organizer.
- 2.7. Suitable seating areas are specially set aside for wheelchair users. Tickets for these seating areas as such must be requested at the time of purchase up to one workday prior to the event. The entrance for wheelchair users is at the main entrance. A ramp on the right-hand side affords barrier-free access.

- 2.8. Animals are not allowed to be taken into the concert hall.
- 2.9. Event-goers are only allowed to enter spaces and areas intended for audience members. In particular, it is prohibited during an event to grant spectators and other external individuals access to certain spaces and areas recognizably not intended for them (e.g. the stage, storage areas, dressing rooms). The stage area is allowed to be entered before, during and after the event only with express permission from the event organizer.

3. Checkroom, food and beverages

- 3.1. Event-goers should check the following items at the checkroom: outer garments (coats, jackets, etc.), umbrellas, canes, walking aids, baby strollers, bags (except regular handbags), backpacks and other objects not needed for attending the event, especially if they are bulky or dangerous or do or could increase risk. Frail individuals are allowed to take along canes only if these aids are indispensable. Hats must be taken off in the concert hall. Objects left unattended are removed and can be picked up from the checkroom at the end of the concert in exchange for a checkroom fee. If these items are not picked up, they will be handed over to a lost-and-found office.

The checkroom only accepts garments and other items usually taken along to a concert. In case of a dispute, the staff in charge makes the final decision. Animals are not allowed to be left at the checkroom under any circumstances.

The Gesellschaft der Musikfreunde in Wien allows itself to collect a fee for safekeeping the items in the checkroom.

No liability is accepted for valuables separately checked or located in clothing, bags or other checked objects (e.g. musical instruments, cameras, jewelry, IDs, documents, cash, credit cards) as well as for articles of clothing and other objects not checked at the checkroom.

- 3.2. Food and beverages may not be taken into the event venue and may be purchased only at buffets in the event venue. These items must be consumed in the rooms set aside for this purpose and under no circumstances in the event halls.

4. Conduct of the audience

- 4.1. All event goers must conduct themselves in such a way that they do not endanger, harm or bother others and do not impair the traffic safety at the event venue.
- 4.2. It is prohibited to smoke and ignite cigars, cigarettes, including electric cigarettes, and the like anywhere in the building.
- 4.3. Mobile phones and other mobile electronic devices (tablets, laptops, video cameras, Gameboys, etc.) must be switched off before the performance begins. Any use of these devices by external individuals is strictly prohibited during the event.
- 4.4. It is prohibited for event-goers to make audio, visual or film recordings employing any kind of technical process before, during and after the performance without special permission. In particular it is prohibited to sell or otherwise utilize such recordings.

If the event organizer or individuals contracted by it make audio, visual or film recordings employing any kind of current or future technical process, the event-goer, through the purchase of the admission ticket, grants these parties permission to make free commercial use without temporal or geographic limitation of any recordings made of the event-goer during or in connection with the event.

- 4.5. Unauthorized individuals are not allowed to touch or operate technical equipment, such as, among others, lighting equipment.
- 4.6. If fire breaks out and if any other dangerous situation arises, the event venue must be evacuated in an orderly fashion.
- 4.7. Escape routes should be used exclusively in case of danger.

5. Safety

- 5.1. All traffic routes and exits out onto the street must be kept free from any type of obstruction.
- 5.2. Objects that are dangerous or that do or could increase risk are not allowed to be taken into the event venue or the vicinity of the event venue or deposited in there (these objects are deemed to include at least those items not allowed to be taken into a security area under regulations of aviation law – the event organizer has no obligation to conduct a search).
- 5.3. Event-goers are obligated to tell one of the event organizer's staff members in charge about any dangers they perceive.
- 5.4. The event organizer is not obligated to take measures akin to security police precautions and actions. This provision applies in particular if security police authorities fail to take such measures based on their own assessment of the dangerous situation and despite being told by the event organizer about possible dangers or despite being requested by the event organizer to take these measures.

6. Enforcement of regulations and the House Rules

- 6.1. The signs in the building that provide instructions and indicate what to do and not do as well as other announcements must be obeyed to the letter. Everyone must immediately follow any instructions issued by the event organizer's staff in charge and the official monitoring authorities from the police, the municipal administration [and other agencies], by the fire department and the emergency services. The event organizer's staff in charge are marked as such (as least with a service mark or arm bands). They are authorized to monitor the event-goers' compliance with the House Rules, to demand that an ID be shown and to issue any instructions required to enforce these rules. In the event of non-compliance with their instructions or these House Rules by event-goers, the staff in charge is further authorized to enforce the House Rules and/or to turn to the official monitoring authorities for assistance.

- 6.2. If a person violates an instruction given by a staff member of the event organizer, the event organizer reserves the right in the meaning of Section 35 para 4 Vienna Act on Event Venues of 1990 in its current valid version to expel that person from the event venue and to issue a general ban on that person from entering the building in the case of repeated violations of the House Rules. Admission tickets they have already purchased are not redeemed.
- 6.3. If audience members (event participants) violate duties to act and to refrain from action that are imposed on them by law or ordinance for the operation and the use of the event venue, these violations are according to Section 35 para 1 of Vienna Act on Event Venues of 1990 in its current valid version liable to legal prosecution.

7. Information about the rooms

- 7.1. The event rooms undergo regular cleaning two hours before the beginning of the performance at the latest.
- 7.2. Before event-goers are admitted, the required emergency lighting and a sufficient part of the main lighting must be turned on, as must the emergency power batteries for auxiliary lighting. The lighting, including the emergency and auxiliary lighting, is not allowed to be switched off until the event-goers have left the building.

8. Fire and other cases of danger

- 8.1. It must be assured that in case of danger, the audience is told in ample time to leave the hall. Moreover, an evacuation signal should sound in the case of danger.
- 8.2. In these cases, the staff must open all exits and tell the event-goers to leave the building as calmly and quickly as possible using all exits; if need be, the staff must also air corridors and staircases.
- 8.3. If the building is evacuated, no items are returned at the checkroom.

9. Duties and conduct of the staff of the event organizer

- 9.1. All staff must be familiar with the House Rules.
- 9.2. Staff assigned to interact with the event-goers must wear a uniform (at least a service mark or arm bands). They must behave politely toward the event-goers, handle any situations that occur and act as a mediator in any disputes that arise.
- 9.3. All staff members are obligated to intervene energetically and efficiently to ensure that the halls empty out in an orderly fashion. The last staff member is not allowed to leave until all event-goers have left the building. After an appropriate amount of time after the performance has ended, the staff of the event organizer is authorized to instruct external individuals to leave the building.
- 9.4. The instructions issued by the official monitoring authorities in exercise of their duties must be followed absolutely. The questions about operations that the official monitoring

authorities address to the staff must be answered truthfully. These official monitoring authorities must also be allowed to use the telephone for official purposes.

- 9.5. Staff must bring event-goers' complaints about external operations, perceived defects and damage to the attention of the director (*Intendant*).
- 9.6. Any objects found by the staff or given to them as found items must be handed over to the checkroom or to the lost-and-found office after the end of the event. During the inspection of the building to be made after the end of events, special attention must be paid to lost or left objects.

10. Facilities

- 10.1. The capacity allowed by the authorities is not allowed to be exceeded.
- 10.2. People working on the stages are only allowed to stay on them as long as is absolutely necessary.
- 10.3. Rugs, floor coverings, mirrors and pictures must be fastened down so they are unmovable.
- 10.4. All exit doors and gates must be kept unobstructed in the direction of escape from the time event-goers enter to the time they empty out of the rooms. The doors to the auditorium must be opened immediately after the end of the event.
- 10.5. Any work being carried out in the house by tradespeople must be constantly supervised.
- 10.6. It is not permitted to make use of open fire anywhere in the event building. It is not permitted to store or use petroleum, rectified spirits and either combustible liquids and flammable objects in the meaning of Section 23 para 1 Vienna Act on Event Venues of 1990 in its current valid version. The only exceptions pertain to medical-treatment and make-up rooms in accordance with Section 23 para 2 of the above law.
- 10.7. Furnishings (furniture, curtains, etc.) on the stages and podiums, in the dressing rooms and in all rooms accessible to event-goers must undergo flame-retardant or flameproof impregnation in accordance with Section 24 para 1 Vienna Act on Event Venues of 1990 in its current valid version. Scenery elements (decorations, curtains, moveable pieces of scenery, etc.) and materials for decorating rooms (floral decorations, garlands, waxed flowers, etc.) are allowed to consist solely of materials impregnated to be nonflammable or flame-retardant (flameproof); the only exceptions are furniture, props, rugs and curtains on windows and doors.
- 10.8. For the duration of an event in the Grosser Musikvereinssaal attended by more than 500 event-goers, there must be at least one physician on call (in the meaning of "*Inspektionsarzt*" in Section 24 para 8 Vienna Act on Public Events of 1971 in its current valid version) and medical supplies necessary for sufficient first-aid treatment of the event participants.

- 10.9. A basic medical kit in good and hygienically proper condition must be kept on hand to provide first-aid treatment. This basic medical kit must consist at least of a first-aid kit "Verbandskasten Typ 2" as defined in ÖNORM Z 1020 or an equivalent kit.
- 10.10. Separate rooms must be made available for official procedures by the monitoring authorities and for medical aid (*Inspektionszimmer*).

The Director (*Intendant*)

The English version hereof is a mere translation and in the event of any dispute, the German document shall be deemed authoritative.