

General Terms and Conditions of the Schauspielhaus Zurich AG

1 Scope

The General Terms and Conditions (GTC) govern the legal relationship between the customer on one side and Schauspielhaus Zurich AG on the other. The purchase of an admissions ticket or the conclusion of a subscription contract deem General Terms and Conditions valid and agreed upon. Subscriptions are also subject to these General Terms and Conditions, provided they do not contradict these General Terms and Conditions.

2 Price

Admission prices and subscription conditions are published in the season preview of the current season, on the website www.schauspielhaus.ch, and at the box office.

3 Points of sale

Theatre tickets may be purchased by telephone, in the web shop at www.schauspielhaus.ch, or at the theatre box office on site. The Schauspielhaus Zürich AG reserves the right to limit the number of tickets per person. This regulation also applies to online purchases.

4 Box office

Customers must verify that the purchased tickets and change provided at the box office are correct at the time of purchase. Complaints concerning these matters are to be made immediately at the box office. Subsequent or retroactive complaints cannot be accepted.

5 Reservations

Reserved tickets must be collected from the box office by the date specified at the time the reservation was made. After this period, the reservation expires.

6 Ticket re-sale

The re-sale of tickets without the consent of Schauspielhaus Zurich AG is prohibited.

7 Discounts

Discounts are granted to eligible groups of individuals upon the provision of relevant proof. Reductions cannot be applied to any fees. Customers must provide proof of entitlement at the box office when picking up their reduced tickets. Individual reductions cannot be used in combination. Reductions may be changed by Schauspielhaus Zürich AG at any time. In addition, Schauspielhaus Zürich AG is entitled to restrict or exclude the sale of reduced tickets for certain

venues, events, and price categories.

8 Late entry/re-entry

Late entry or re-entry after the beginning of the performance is not guaranteed. If admission is granted after the start of the performance, a seat will be allocated. The customer will not be entitled to the reserved seat.

9 Cancellation

Purchased tickets can neither be taken back nor exchanged. In the event of late arrival or failure to appear at the beginning of the performance, customers are not entitled to a refund of their purchased tickets, regardless of the fact that they have not been used, as they therefore have expired.

10 Webshop

When purchasing admission tickets online at www.schauspielhaus.ch, a purchase contract between the customer and Schauspielhaus Zurich AG is concluded after the customer has selected seats and entered their credit card details, and by clicking on the "Complete order" button.

11 Tickets sent by post

When sending theatre tickets and vouchers by post, Schauspielhaus Zürich AG accepts no liability for the timely arrival of the sent item nor for the loss of or damage to the delivery. The customer incurs all risk for theatre tickets and vouchers sent by post. Schauspielhaus Zürich AG is not obliged to pay any compensation. The customer will be charged processing costs of CHF 3.00 for the postal delivery of tickets. Postal delivery is possible up to 5 days before the desired performance date. Once the tickets have been received, the customer is required to verify that they are correct according to the purchase made. Complaints concerning incorrectly issued tickets must be lodged within three working days of receipt of the consignment. Complaints must be submitted via e-mail (theaterkasse@schauspielhaus.ch) or via post (Theaterkasse, Schauspielhaus Zürich AG, Zeltweg 5, 8032 Zürich).

12 Data protection

Personal data such as name, address, telephone number, and e-mail address of the customer, as well as, in the case of payment by credit card, additional credit card information, will be collected, stored, processed, and used in compliance with Swiss data protection law to the extent required for the execution of the contract. Schauspielhaus

Zurich AG is entitled to store customer data for the purpose of internal statistical surveys and to pass such data on to third parties commissioned by Schauspielhaus Zurich to carry such surveys out on event visits or ticket sales to the extent necessary to fulfill this purpose. Customers expressly acknowledge and agree that Schauspielhaus Zürich AG may use the data relating to them within the scope of the business activities described above.

13 Loss of tickets

If a customer lose their ticket, a replacement ticket may be issued by the theatre box office if the customer can provide credible proof of the ticket purchased under precise conditions. The Schauspielhaus Zurich AG is entitled to charge a handling fee for the issue of replacement tickets or other items. The holder of the original ticket has priority over the holder of a replacement ticket. In this case, the replacement ticket does not entitle the holder to the allocation of another seat. Schauspielhaus Zurich AG does not verify whether the holder of the original ticket is the legal owner.

14 Changes to program

Programs are subject to change without notice. The Schauspielhaus Zurich AG reserves the right to cancel a performance or replace it with a performance of another piece and to change the date, time, and cast of a performance even after advance sale has commenced. In these cases, the customer is entitled to a refund of the purchase price if they do not attend the performance. This claim expires if it is not fulfilled within 10 days. This period begins the day on which the performance should have taken place according to the program schedule valid at the time of purchase. Subscribers are entitled to a rebooking for a subsequent performance of the same piece, free of charge. Any further liability on the part of Schauspielhaus Zurich AG is excluded; in particular, Schauspielhaus Zurich AG is not liable for consequential damages. If the cast of a performance changes, customers are not entitled to a refund of the purchase price.

15 Changes to the seating plan

Schauspielhaus Zurich AG reserves the right to change the seating plan even after the start of advance sales and to allocate other (equivalent or better) seats to the customer.

16 House rules

Customers may be refused access to the theater or to a performance if they obstruct the sale of tickets, harass other individuals, or if there are reasonable grounds to suspect that they are disturbing the performance. Admission can also be prevented if the general terms and conditions or the subscription conditions are violated or if a seat is taken for which no valid ticket can be presented.

The purchase price will not be refunded in such cases.

17 Usage of mobile telephones and electronic devices

Mobile phones, pagers, etc. must be switched off during the performance.

18 Cloakroom

Cloakroom items (coats, umbrellas, large bags, bulky items, etc.) may not be taken into the auditorium and must be checked with the responsible cloakroom staff. Bringing food and drink into the auditorium is forbidden; smoking is not permitted.

19 Image and sound recordings

Image and sound recordings are not permitted at the Schauspielhaus Zurich for reasons of copyright and personal rights. Contraventions may, among other things, result in claims for damages; the admission staff is entitled to confiscate recording devices without liability, to retain them until the end of the performance, and to return them to the customer only after the latter has agreed to the immediate deletion of the recordings. The customer may be expelled from the performance.

20 Recording of performances

Schauspielhaus Zurich AG records certain performances via video, audio, or audio-visual media. In the event that image and/or sound recordings are made during a public performance by persons authorized to do so, the customer agrees that Schauspielhaus Zurich AG may make such recordings available to the public and use them without any claim to remuneration, even if their person may be recognizable in words and/or images.

21 Liability

Schauspielhaus Zurich AG is only liable for damages suffered by the customer on the premises of Schauspielhaus Zurich AG in the event of gross negligence or intentional breach of a contractual obligation by its representatives and auxiliary persons. Liability for injury to life, limb, and health remains reserved.

22 Enactment

These GTC shall enter into force on 1 January 2014. They replace the previous general terms and conditions of Schauspielhaus Zurich AG.

23 Applicable law

Swiss law shall apply.

24 Place of jurisdiction

Place of performance and jurisdiction is Zurich.

25 Further provisions

Should any provision of these GTC be invalid, this shall not affect the legal validity of the remaining provisions of these GTC.