



HOUSE RULES

Dear Visitors

We are delighted to welcome you to Schönbrunn Palace! To help make the most of your visit and at the same time to help protect the Palace and its artworks, we ask you to observe a number of rules while on the premises.

The following House Rules apply to all visitors across the entire Schönbrunn site:

VISITORS

The House Rules must be observed, and all instructions given by supervisory staff must be followed. Any visitor failing to observe the Rules or follow instructions may be asked to leave the premises. Parents or accompanying adults are fully and solely responsible for supervising the children and young people in their care and for their conduct. The staff of Schönbrunn Palace shall not assume any supervisory duties in respect of visitors under 18 years of age. Similarly, accompanying teachers, group leaders, etc. are responsible for the conduct of all under 18s in their care. Children under 14 may only enter the exhibition rooms when accompanied by a supervising adult. For visitors with special needs, we offer barrier-free access to our attractions, as well as numerous other services. Please ask a member of staff for further information.

ADMISSION CHARGES & OPENING TIMES

Current opening times and admission charges are available from the ticket office in the Ticket Center, and are indicated on our website: www.schoenbrunn.at. Admission tickets are valid for one-time entry to our attractions and, during your visit, must be presented to Palace stewards upon request. Some rooms may need to remain closed on safety grounds or due to renovation work. We regret that admission charges are non-refundable following entry. Tickets purchased from the ticket machine or the Imperial Austria Online Ticket Shop (www.imperialtickets.com) are generally non-refundable. No cancellation right applies following purchase. In particular, any payment made for guided tours cannot be reimbursed in the event of failure to arrive for the start of a tour. Please ensure that you note the entry time stated on your ticket and that you arrive at the gate in the main building in good time for the start of your tour. Failure to arrive on time will render your ticket invalid. Any special terms and discounts are only available from the ticket offices. Valid admission tickets can only be purchased from our ticket offices at Schönbrunn Palace, from ticket machines and from the Online Ticket Shop (or, in the case of combined tickets, also from our partners). Vouchers or coupons are not valid for entry and therefore need to be exchanged for valid tickets at a ticket office.

CLOAKROOM INFORMATION

Visitors may not enter the exhibition rooms carrying bulky items of any description, including umbrellas, hiking poles (with the exception of mobility aids required on medical grounds), backpacks, travel or sports bags. Such items must be deposited at the cloakroom in the main building or placed in a storage locker. If you require a locker, please ask the cloakroom staff for assistance. Additional lockers are situated in the Group Centre (lower ground floor). Schloß Schönbrunn Kultur- und Betriebsges.m.b.H. assumes no liability for items deposited at the cloakroom or in lockers, in particular valuables (cameras, photographic lenses, glasses, etc.) or cash, nor for any damage caused during storage. Please therefore ensure that liquids and similar substances are stored in a secure container. Any damage discovered must be reported immediately upon collection of the item in question from the cloakroom or storage locker; complaints raised at a later date cannot be considered. Lost property will be held at the cloakroom or, in the case of valuable items, in the safe at the display room office. Any items not collected will be handed over to the city's Central Lost and Found Service (*Fundamt*). No bicycles, scooters or similar wheeled vehicles may be taken into the display rooms.

IN THE DISPLAY ROOMS

Exhibits and wall panelling may not be touched, damaged or interfered with in any manner. Please ensure that you maintain the required distance of 50 cm from all artworks. Barriers may not be manually opened or crossed. In order to keep the premises clean, no food or beverages are permitted in the display rooms (though you may carry a water bottle with a resealable closure). Out of consideration for other visitors, we ask you please to refrain from using your phone for voice calls and from engaging in loud conversation. Smoking is prohibited in the entire interior of the Palace. Across the entire site, animals (with the exception of assistance dogs) are not permitted.

The use of tripods, selfie sticks or similar photographic or video equipment is prohibited at the Palace, as is the use of flash and similar forms of lighting. Any photos or videos taken may only be used for personal, non-commercial purposes.

Photography and filming for other purposes requires a paid permit. For further information, please see the section "Film and Photo" on our website, www.schoenbrunn.at.

SECURITY, AND WHAT TO DO IN AN EMERGENCY

Please bear in mind that Schönbrunn Palace is a historic, listed monument, and that some parts of the building do not meet present-day construction standards. This may be the case, for instance, with stair railings, stairs and steps, handrails and floor coverings, as well as the height of passageways, balustrades, windows and parapets. For this reason, during your visit to the Palace, please pay attention to your immediate surroundings and heed any warning notices displayed. Schloß Schönbrunn Kultur-

und Betriebsges.m.b.H. assumes no liability with regard to deviations from present-day construction standards.

For security reasons, the exhibition rooms are subject to video monitoring. By purchasing a ticket, you are consenting as a visitor to being the subject of video recording as part of the monitoring process and to the retention for security purposes of the video recordings obtained. Schönbrunn Palace reserves the right to pass such recordings on to the authorities or the courts at their request.

In the event of an acoustic alarm, please refer to a member of the supervisory staff. Stay calm and follow the instructions given by the Palace stewards and tour guides. In such a situation, the elevators may not be used. Emergency exits may only be used in an emergency, and exits, staircases, corridors and escape routes must be kept free of obstructions at all times.

In the event of a medical emergency, please refer to a member of the supervisory staff.

PARK REGULATIONS

The Park Regulations of the Austrian Federal Gardens apply to use of the historic Schönbrunn Palace Park. A copy of the Regulations is displayed at all entrances to the Park, along with current Park opening times.