

# House Rules and General Terms and Conditions of Service for the Sigmund Freud Museum

Status: April 1, 2022

**By entering the premises of the Sigmund Freud Museum and/or the Library of Psychoanalysis and/or purchasing an admission ticket, customers accept these House Rules & General Terms and Conditions.**

## 1. House Rules

**COVID-19 Rules:** The current Covid-19 regulations can be viewed on the website [www.freud-museum.at](http://www.freud-museum.at) and must be observed at all times.

**Supervisory Staff:** The instructions of the museum staff must be followed at all times.

**Children:** Children up to the age of 14 may only visit the Sigmund Freud Museum with an adult supervisor. Supervisors and legal guardians are liable for their children or entrusted pupils and must supervise them throughout their visit to the museum in order to prevent accidents and damage and to keep other people's visit to the museum undisturbed.

**Smoking:** Smoking - including e-cigarettes - is prohibited in all indoor areas of Berggasse 19.

**Animals:** It is prohibited to bring animals into the Sigmund Freud Museum. It is allowed to bring certified assistance animals. In this case, documents of proof must be presented when visiting the museum.

**Food:** The consumption of food and beverages is permitted exclusively in the museum's café, including the pub garden. In the case of special arrangements (children's birthday parties, guided tours for kindergarten and elementary school groups) and in the inner courtyard, it is possible to eat snacks brought in; this does not apply to the café's street-side pub garden.

**Keep your distance:** Visitors are prohibited from touching the exhibits and works of art.

**Cell phones:** Mobile phones may not be used in the exhibition rooms.

**Strollers:** Strollers are allowed in all areas of the museum. Visitors with baby carriages are reminded that space is sometimes tight and are asked to take special care. Changing tables are available in the facilities in the basement.

**Checkroom and lockers:** Lockers are available in the basement. It is not permitted to bring bulky or dangerous items. Umbrellas, sticks with metal tips, backpacks, bags and packages larger than DIN A4, as well as wet clothing must be locked in the free lockers. Permitted backpacks and bags are to be carried sideways over the shoulder. The Sigmund Freud Museum reserves the right to decide that smaller bags may also have to be handed in. In special cases (e.g., bad weather, special exhibitions), the Sigmund Freud Museum may require visitors to check in their outerwear for reasons of conservation.

**There is no liability for the checkroom (see point 5).**

**Photo, Video:** Photography and filming for private use within the scope of copyright-free use of works is generally permitted. The use of flashes, tripods and selfie sticks is not permitted. Special regulations may

apply to special exhibitions - the markings in the exhibition rooms must be observed. Photo & film permits for journalistic, commercial, or scientific purposes have to be requested by email at [presse@freud-museum.at](mailto:presse@freud-museum.at).

**Surveillance cameras:** The Sigmund Freud Museum reserves the right to make the image recordings from the surveillance cameras available to legal authorities for official or judicial evaluations.

**House ban:** The Sigmund Freud Museum reserves the right to exclude persons who do not observe the house rules and general terms and conditions or who do not follow the instructions of the museum staff, persons whose behavior is an obvious nuisance to other visitors or who disrupt the operation of the museum, persons who are afflicted with a notifiable communicable disease, persons who are carrying weapons or dangerous objects, and unaccompanied children under the age of 14 from visiting the museum. If the reason for exclusion is noticed after the admission to the museum, the visitor must leave the building immediately upon request by the museum staff. In this case, the admission fee will not be refunded. The Sigmund Freud Museum reserves the right to permanently ban visitors from the museum.

## **2. Admission Tickets**

**No legal claim:** The Sigmund Freud Museum endeavors to provide the best possible service when purchasing admission tickets. However, there is no legal claim to purchase or reserve one or more tickets for the Sigmund Freud Museum.

**Regular prices:** The prices according to the currently valid price lists, which are displayed in the ticketing area of the foyer and accessible on the website [www.freud-museum.at](http://www.freud-museum.at), apply. These prices include the respective statutory value-added tax. The Sigmund Freud Museum reserves the right to change prices at any time; these will be published in the foyer and on [www.freud-museum.at](http://www.freud-museum.at).

**Reduced prices:** Reduced-price tickets can only be purchased by those persons who belong to one of the respective beneficiary groups. These tickets are invalid without an identification document proving the beneficiary status. In the event of unauthorized use of a reduced admission ticket, the difference may be collected or the visitor may be expelled from the premises. In the latter case, the purchase price of the ticket will not be refunded.

**Purchase:** Tickets can be purchased during opening hours at the Sigmund Freud Museum ticket counter or in the online ticket store.

**Limitation:** The Sigmund Freud Museum reserves the right to issue only a limited number of tickets per interested party and to limit access to the museum rooms by setting a maximum number of visitors.

**Payment:** Tickets can be paid for in cash, by debit card or credit card.

**Period of validity:** The tickets are valid as follows, depending on the method of purchase:

**Tickets purchased on site:** tickets purchased at the Sigmund Freud Museum ticket counter are generally only valid on the day of purchase, which is printed on the ticket receipt.

**Online tickets:** These are valid on the validity date printed on the online ticket.

**Return/exchange/replacement:** An exchange of paid tickets, a replacement for tickets lost in any way or for tours not or only partially used cannot be provided. This applies in particular to persons who miss the start of the guided tour, or who arrive just before the Sigmund Freud Museum closes and to whom

admission can no longer be granted as a result of any crowding or overcrowding of an exhibition or the entire museum, in particular a resulting short-term closure of certain areas of the museum.

**Limited accessibility:** The admission ticket only entitles the holder to visit all exhibition and museum rooms in the Sigmund Freud Museum that are open to visitors at any given time. The Sigmund Freud Museum reserves the right to temporarily close certain areas for objective reasons (e.g., organizational or conservation reasons, special events, or renovation or construction work). Such restrictions do not entitle the holder to the return of tickets already purchased or to a partial or full refund of the admission price. The Sigmund Freud Museum may change the program (especially guided tours, exhibitions, lectures) for factual reasons.

**Guided tours:** In the case of booked guided tours, the fixed starting time must be observed. Missing the start of a guided tour does not entitle the participant to a refund of the tour fee.

### 3. Opening Hours and Control

**Opening hours:** The opening hours of the Sigmund Freud Museum are stated on the website [www.freud-museum.at](http://www.freud-museum.at). The opening hours are subject to change. No claims for compensation can be made on the basis of changes in opening hours.

**Sticker:** A sticker will be given to visitors when they purchase their admission ticket or check their online ticket. Visitors are instructed to wear this sticker during their entire stay in the museum, so that it is visible to the museum staff. If a visitor is unable to present a sticker, the museum staff is authorized to ask the person to purchase an admission ticket or to expel the person.

### 5. Exclusion of Liability

**Claims for damages or loss by visitors, for whatever legal reason, for objects deposited in the free lockers are excluded, unless they are based on intent or gross negligence on the part of the Sigmund Freud Museum.**

### 6. Miscellaneous

**Applicable law:** Austrian law shall apply to the exclusion of the provisions of the UN Convention on Contracts for the International Sale of Goods.

**Jurisdiction:** For entrepreneurs and consumers who do not have their domicile or habitual residence in Austria and are not employed in Austria, the court responsible for 1090 Vienna is agreed as the competent court for all legal disputes in connection with this contract, also insofar as it concerns its conclusion or dissolution.

**Changes:** We reserve the right to change and adapt the house rules & GTC as necessary, whereby the change in each case only becomes valid for future contract conclusions.

**Severability Clause:** If any provision of these House Rules & GTC should be invalid, the validity of the remaining provisions shall not be affected thereby.

**Sigmund Freud Museum:**

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