

GENERAL TERMS AND CONDITIONS

- AS OF AUGUST 1, 2026 -

General Provisions

Scope of Application

These General Terms and Conditions (hereinafter “GTC”) apply to all services provided by VILLA BEER Foundation gemeinnützige GmbH—in particular the on-site and online sale of admission tickets for visits and guided tours—and by VILLA BEER Betriebs GmbH (hereinafter jointly referred to as “VILLA BEER”)—in particular the on-site and online sale of event tickets, the sale of goods from the Villa Beer Shop, as well as the rental of premises and guest rooms—to visitors, contractual partners, and customers (collectively referred to as “Contractual Partners”).

By purchasing goods and/or admission tickets on site, ordering goods and/or admission tickets via the online shop, booking guest rooms, or entering the premises of VILLA BEER, Contractual Partners accept these GTC.

House Rules

Contractual Partners agree to comply with the House Rules dated 01 February 2026, which can be viewed on the homepage at www.villabeer.wien and are physically posted on site.

Opening Hours and Admission

Opening hours and any access restrictions will be announced on the website at www.villabeer.wien and displayed at the entrance. VILLA BEER reserves the right to change opening hours at any time. Contractual Partners: Visitors must confirm in advance (via the website or by phone) whether a visit is possible at their desired time. No claims for compensation may be made based upon changes to opening hours. VILLA BEER can only be accessed through the ticket office in the basement level.

VILLA BEER reserves the right, for objectively justified reasons (in particular organizational or conservation-related reasons, weather-related circumstances, or special events), to

temporarily close certain areas of the building. Visitors are not entitled to access all areas. VILLA BEER also has the right to modify the program (guided tours, exhibitions, lectures) for objectively justified reasons in a manner that is reasonable for Contractual Partners.

VILLA BEER reserves the right to refuse entry in the case of that unsuitable footwear is worn. Unsuitable footwear includes, in particular, shoes that may endanger the safety of Contractual Partners, VILLA BEER staff, or the integrity of the exhibition spaces. This applies specifically to shoes with badly damaged soles, high heels, or any other type of footwear that may pose an increased risk of accidents or damage.

As a protected historic building, Villa Beer is unable to provide full accessibility. Barrier-free access is available to the cloakroom, sanitary facilities, shop, lecture room, and dining room on the ground floor. We are happy to assist you in visiting other rooms and floors.

Copyrights

All VILLA BEER content is protected by copyright law. Any distribution, publication, and/or reproduction without prior consent is prohibited.

Video and Photo Recordings

Please note that photo and video recordings may be made at events for the purposes of documentation and reporting on the event (e.g. on our website or social media channels). These recordings may also show individuals who have given their consent to publication either expressly (e.g. during registration) or implicitly by attending the event. Persons who do not wish to be photographed may obtain a corresponding wristband at the entrance. Detailed information on the processing of your personal data can be found in our Privacy Policy at www.villabeer.wien/datenschutz.

Lost Property

Items found in Villa Beer or on the grounds of Villa Beer must be handed in at the museum ticket desk or to a member of the museum staff.

The museum will keep lost property handed in at the ticket desk for a maximum period of six (6) weeks from the date it was found. After this six-week period, any unclaimed items will be transferred to the competent municipal lost property office.

The museum is not required to retain items that are obviously of no value or that pose a hygiene risk

(e.g. perishable food, used disposable items, or heavily soiled or damaged objects). Such items will be disposed of immediately to protect staff and visitors and due to storage limitations.

Villa Beer accepts no liability for the loss, damage, or destruction of lost property during the retention period, unless such loss, damage, or destruction is the result of intentional misconduct or gross negligence on the part of the museum or its employees.

Safety and Personal Responsibility in the Historic Building

Villa Beer is a listed historic monument and does not meet today's technical safety standards. Please take particular care when using stairs and terraces. Historic features including doorways with differing heights, uneven floors, the height of railings, and window positioning may differ from modern building norms. We therefore ask you to exercise close attention and personal responsibility (see § 4a of the Monument Protection Act).

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Limitation of Liability

If a Contractual Partner is a consumer, VILLA BEER has limited liability for minor negligence—excluding personal injury.

If a Contractual Partner is a company, VILLA BEER's bears liability neither for minor nor gross negligence. In this case, the Contractual Partner bears the burden of proof for the existence of fault. Any resulting damages, non-material damages, indirect damages, and/or losses of profit are excluded from compensation. In all cases, any compensation is limited to the amount of the reliance interest.

Payment Obligations and Consequences of Default

Invoices must be paid without deduction within the payment period specified on the respective invoice. In the event of late payment, statutory default interest will be charged.

VILLA BEER is entitled to claim damages caused and/or incurred by Contractual Partners. This includes, in particular, the necessary costs of extrajudicial collection and/or enforcement measures, provided these are proportionate to the claim being pursued.

Jurisdiction

Austrian law shall apply. This also applies to deliveries and services rendered abroad, unless mandatory consumer protection provisions of another state—in which the respective consumer has habitual residence—preclude this. The application of the UN Convention on Contracts for the International Sale of Goods (CISG) and conflict-of-law rules is expressly excluded.

If a Contractual Partner is not a consumer within the definition of § 1 (1) item 2 of the Austrian Consumer Protection Act (KSchG), the exclusive place of jurisdiction for all disputes shall be the court with local and subject-matter jurisdiction over VILLA BEER, and the place of performance shall be Vienna.

Severability Clause

Should individual provisions of these GTC be or become invalid, the validity of the remaining provisions shall remain unaffected.

MUSEUM

The sale of admission tickets on site and online for visits and guided tour programs is carried out in the name and for the account of VILLA BEER Foundation gemeinnützige GmbH, FN 549130 w, Wiedner Hauptstraße 64/4, 1040 Vienna.

Tickets

Admission tickets can be purchased online at www.shop.villabeer.wien and at the on-site ticket counters. Tickets purchased via the online shop must be presented at admission either as a printed print@home ticket or as a mobile ticket on a suitable device. In the event of technical problems, the burden of proof for the ticket purchase lies with the Contractual Partner.

The tickets are valid for the period specified on the ticket on the selected date only. It is not possible to redeem a ticket at any other time. Visitors must vacate the premises no later than the end of their booked time slot.

You will be welcomed by a staff member at the ticket foyer in the basement level; this person will validate your ticket. Please arrive no later than 15 minutes before the start of your booked time slot. VILLA BEER visitors must present a valid admission ticket upon request at all times.

Guided Tours

Private guided tours may also be arranged outside regular opening hours, subject to availability, from Monday to Sunday. Please note that, for organizational reasons, bookings must be made a minimum of 14 days prior to the desired date. Requests can be submitted online via the reservation form available at www.villabeer.wien. A guided tour of the villa lasts approximately 90 minutes and leads through the entire house. VILLA BEER reserves the right to exclude individual rooms from the tour.

Please note our cancellation policy for private guided tours:

- Up to 14 days before the tour: free of charge
- 14–7 days before the tour: 50% of the total price
- 6–2 days before the tour: 70% of the total price
- 1 day before the tour/no show: 100% of the total price

Please arrive no later than 15 minutes before the start of the booked tour. In the event of a late arrival, VILLA BEER reserves the right to shorten the duration of the tour accordingly.

Prices

The prices listed in the respective current price list apply. This price list is posted at the VILLA BEER ticket counter and available in the online shop at www.shop.villabeer.wien. All prices include the applicable statutory value-added tax. VILLA BEER may set prices different from the price list for special events, on a case-by-case basis. Such prices will be displayed at the ticket counter, published online in the shop, and displayed at the respective locations, and shall apply from the date of publication for the respective service.

Reduced admission tickets are granted only upon reaching the prescribed minimum group size or if the Contractual Partner presents both a valid photo ID and proof of eligibility (e.g. club card, membership card). Only one reduced admission ticket may be issued per interested

person. There is no legal entitlement to reduced admission tickets for specific groups of persons.

Online Orders

After selecting the desired tickets and completing all mandatory fields (marked with an asterisk), you can submit a purchase order ("Add to Cart"). Before you submit your final order, an overview of your order will be provided. This includes prices that can be reviewed, corrected, or confirmed. Payment is processed by the Adyen payment service provider. After selecting a payment method (credit card, Apple Pay), you may confirm your purchase by clicking the "Pay" button.

Payment

On-site payments can be made in euros only. Cash, debit card, or credit card are accepted. Online purchases must be paid in euros using one of the payment methods specified in the online shop (debit card, credit card, or prepaid bank transfer). You can complete the order process by entering your payment information and clicking the "Pay" button. The order is therewith binding and can no longer be cancelled or modified, unless a statutory right of withdrawal applies.

VILLA BEER only accepts the order once one of the following is fulfilled:

- the booking process is completed using a valid credit card and the respective credit card company has granted authorization,
- payment has been confirmed by the selected payment service provider, or
- the payment has been received in full directly to the VILLA BEER bank account.

Cancellation and Refunds

Tickets constitute leisure services as defined in § 18 (1) item 10 of the Austrian Distance and Off-Premises Contracts Act (FAGG), and there is thus no applicable cancellation right. A refund is only possible in the event of a complete cancellation of the service by VILLA BEER. Arriving late or not at all results in forfeiture of the right to participate or enter. This applies in particular to visitors who miss the start of a guided tour or, in the case of time-slot tickets, arrive shortly before VILLA BEER closes and can thus no longer be admitted.

Resale of Admission Tickets

Offering or selling admission tickets for visits to or events at VILLA BEER on the premises of VILLA BEER (including terraces and garden areas) is prohibited. The commercial sale of admission and guided tour tickets is permitted exclusively to authorized cooperation partners of Villa Beer.

In the event that an admission ticket is transferred to a third party, the respective Contractual Partner is obliged to inform the recipient that VILLA BEER's General Terms and Conditions apply. The Contractual Partner shall indemnify and hold VILLA BEER harmless in this regard.

ACCOMMODATION

The rental of guest rooms is carried out in the name and for the account of VILLA BEER Betriebs GmbH, FN 546717x, Wiedner Hauptstraße 64/4, 1040 Vienna.

Booking and Prices

Current accommodation rates can be found on our website at www.villabeer.wien and posted on site.

VILLA BEER guest rooms can be booked using the written inquiry form on our website at www.villabeer.wien. After receiving your request, you will be sent a confirmation of your booking request and a payment invoice via email.

The contract will only be accepted by VILLA BEER upon (i) acceptance of the inquiry and (ii) full receipt of payment in the VILLA BEER account.

The full charge for your stay must be paid in full by bank transfer to the account specified on the invoice no later than two weeks prior to arrival.

Cancellation Policy

We understand that plans may change. Please note the following cancellation policy for guest room bookings:

- up to 14 days prior to arrival: free of charge
- 7–14 days prior to arrival: 50% of the total price
- 2–6 days prior to arrival: 70% of the total price
- 1 day prior to arrival / no-show: 100% of the total price

There is no refund for late arrivals or early departures.

Check-In and Check-Out

You may check into your room between 3:00 p.m. and 6:00 p.m., unless a later arrival time has been agreed upon. On the day of departure, rooms must be vacated by 10:00 a.m. (check-out). Upon departure, keys must be returned to the ticket counter or to a member of the VILLA BEER staff. If a Contractual Partner fails to vacate the room by 10:00 a.m., VILLA BEER has the right to charge a fee of EUR 20 per guest for each hour or part thereof exceeded.

Cancellation and Refunds

As the service offered constitutes “accommodation for purposes other than residential use” as defined in § 18 (1) item 10 FAGG, there is no applicable right to a refund. Refunds are granted solely in the event of a complete cancellation of the service by VILLA BEER.

Use of Premises

During your stay, you are welcome to use the dining room, hall, living room, and library. You are also welcome to read the books. Please note that the fireplaces may not be used. The ground-floor kitchen may only be used after prior agreement.

Innkeeper Liability

As an innkeeper, VILLA BEER is liable as per §§ 970 ff ABGB for any items brought in by the guest. The innkeeper’s liability only applies if the items were entrusted to the innkeeper or to persons authorized by the innkeeper, or placed in a location designated or specified by the innkeeper. Pursuant to § 970 (1) ABGB, the innkeeper is liable up to a maximum of the amount stipulated in the Federal Law of 16 November 1921 regarding the liability of innkeepers and other businesspeople, currently EUR 1,100, and in the case of valuables, money, and securities only up to a current amount of EUR 550. The innkeeper is liable for

damage exceeding these amounts only if the items were accepted for safekeeping with knowledge of their nature, or if the damage was caused by the innkeeper or their staff. In the case of accepted safekeeping, liability is excluded if the Contractual Partner fails to notify VILLA BEER of the damage without undue delay after becoming aware of it.

RENTALS, EVENTS, AND SHOP

The rental of guest rooms and facilities and the sale of event tickets and products in the VILLA BEER shop is carried out in the name and for the account of VILLA BEER Betriebs GmbH, FN 546717x, Wiedner Hauptstraße 64/4, 1040 Vienna.

Prices

The prices listed in the respective current price list apply. This price list is posted at the VILLA BEER ticket counter and available in the online shop at www.shop.villabeer.wien. All prices include the applicable statutory value-added tax.

Online Orders

After selecting the desired tickets and completing all mandatory fields (marked with an asterisk), you can submit a purchase order ("Add to Cart"). Before you submit your final order, an overview of your order will be provided. This includes prices, which can be reviewed, corrected, or confirmed. VILLA BEER will confirm receipt of order with an automatically generated email; however, this does not yet constitute acceptance of the order. Messages are deemed received by VILLA BEER only during normal business hours (Monday to Friday, 9:00 a.m. to 4:00 p.m., excluding Austrian public holidays). Messages received on the server outside of these times will be considered received on the next working day.

Payment

On-site payments can be made in euros only. Cash, debit card, or credit card are accepted. Online purchases must be paid in euros using one of the payment methods specified in the online shop (debit card, credit card, or prepaid bank transfer). You can complete the order process by entering your payment information and clicking the "Pay" button. The order is therewith binding and can no longer be cancelled or modified, unless a statutory right of withdrawal applies.

VILLA BEER only accepts the order once one of the following is fulfilled:

- the booking process is completed using a valid credit card and the respective credit card company has granted authorization,
- payment has been confirmed by the selected payment service provider, or
- the payment has been received in full directly to the VILLA BEER bank account.

Cancellation or Changing of Special Events

If a special event, the title of which is printed on the ticket and for which the ticket was purchased for the sole purpose of attending, is replaced, postponed, or cancelled by another event, the ticket can be exchanged for an equivalent ticket or returned for a refund of the ticket price, subject to availability.

Retention of Ownership

Ownership of products supplied by VILLA BEER remains with VILLA BEER until full settlement of all claims against the Contractual Partner.

The retention of ownership remains in effect even if the delivered products are resold by the Contractual Partner to a third party.

Contractual Partners hereby assign to VILLA BEER all claims arising from such resale to third parties. Any fees and costs arising from this assignment shall be borne by the Contractual Partners.

If you have any questions, please feel free to contact us at welcome@villabeer.wien.