

GENERAL TERMS AND CONDITIONS

- AS OF FEBRUARY 1, 2026 -

GENERAL INFORMATION

Validity

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

By purchasing goods and/or tickets on site, ordering goods and/or tickets in the online shop, booking guest rooms, and entering the premises of VILLA BEER, CONTRACTUAL PARTNERS accept these GTC.

House rules

CONTRACTUAL PARTNERS undertake to comply with the house rules dated February 1, 2026, which can be viewed on the homepage at www.villabeer.wien and on site as a notice.

Opening hours and access

Opening hours and any access restrictions are announced on the website at www.villabeer.wien and at the entrance. VILLA BEER reserves the right to change the opening hours. CONTRACTUAL PARTNERS must inform themselves in advance (on the website or by telephone) whether a visit is possible at the desired times. No claims for compensation can be made due to changes in opening hours. Access to VILLA BEER is exclusively via the ticket office foyer in the basement.

VILLA BEER reserves the right to temporarily close certain areas of the building for objectively justified reasons (in particular for organizational or conservation reasons, weather conditions, or due to special events). There is no entitlement to access all areas. VILLA BEER

is also entitled to change the program (guided tours, exhibitions, lectures) for objectively justified reasons in a manner reasonable for the CONTRACTUAL PARTNERS.

VILLA BEER reserves the right to refuse access if inappropriate footwear is worn. In particular, shoes that could endanger the safety of the CONTRACTUAL PARTNERS, the staff of VILLA BEER, or the integrity of the exhibition rooms are considered unsuitable. This applies in particular to shoes with severely damaged soles, high heels, or other footwear that poses an increased risk of accident or damage.

As VILLA BEER is a listed building, we are unable to provide complete accessibility. The cloakroom, sanitary facilities, shop, lecture room, and dining room on the ground floor are accessible. We are happy to assist you in visiting other rooms and floors.

Copyrights

All content on VILLA BEER is protected by copyright. Distribution, publication, and/or reproduction without consent is prohibited.

Video and photo recordings

Please note that photos and videos may be taken at events for the purposes of documentation and reporting on the event (e.g., on our website, social media). These recordings may also depict persons who have given their consent to publication by expressly agreeing to this (e.g., when registering) or by participating in the event. Persons who do not wish to be photographed can 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.

Safety and personal responsibility in the historic building

VILLA BEER is a listed building and does not comply with current safety standards. Please be particularly careful when using stairs and terraces. Historical features such as varying passage heights, uneven floors, the height of railings, or the location of windows may differ from the standards of modern buildings. We therefore ask you to exercise increased caution and personal responsibility (cf. §4a Monument Protection Act).

Disclaimer

If a :e CONTRACTUAL PARTNER:IN is a consumer, VILLA BEER's liability for slight negligence, with the exception of personal injury, is excluded.

If a CONTRACTUAL PARTNER is an entrepreneur, VILLA BEER's liability for slight and gross negligence is excluded. In this case, the CONTRACTUAL PARTNER bears the burden of proof for the existence of fault. Consequential damages, immaterial damages, or indirect damages, as well as lost profits, will not be compensated. In any case, the damage to be compensated shall be limited to the amount of the interest in reliance.

Payment obligations and consequences of default

Invoices are to 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 by CONTRACTUAL PARTNERS and incurred by it. This includes, in particular, the necessary costs of appropriate extrajudicial collection or recovery measures, insofar as these are proportionate to the claim being pursued.

Place of jurisdiction

Austrian law shall apply. This also applies to deliveries and services abroad, unless mandatory consumer protection provisions of another country in which the consumer concerned has his/her habitual residence conflict with this. The application of the UN Convention on Contracts for the International Sale of Goods and conflict of law rules is expressly excluded.

If a CONTRACTUAL PARTNER is not a consumer within the meaning of Section 1 (1) (2) of the Austrian Consumer Protection Act (KSchG), the place of jurisdiction for all disputes shall be the court with territorial and subject-matter jurisdiction for VILLA BEER. If not a consumer within the meaning of § 1 (1) (2) KSchG, the place of jurisdiction for all disputes shall be the court with territorial and subject-matter jurisdiction for VILLA BEER and the place of performance shall be Vienna.

Severability clause

Should individual provisions of these GTC be invalid, the remaining provisions of these GTC shall nevertheless remain valid.

MUSEUM

Tickets for visits and guided tours are sold on site and online on behalf of and for the account of VILLA BEER Foundation gemeinnützige GmbH, FN 549130 w, Wiedner Hauptstraße 64/4, 1040 Vienna.

Tickets

Tickets can be purchased online at www.shop.villabeer.wien and at the ticket offices on site. Tickets purchased in the online shop must be presented at the entrance 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.

Tickets are only valid for the period specified on the ticket on the selected date. They cannot be redeemed at any other time. Visitors must leave the premises by the end of the booked time slot at the latest.

In the ticket office foyer in the basement, you will be greeted by a member of staff who will validate your ticket. Please arrive at least 15 minutes before the start of your booked visit time slot. A valid admission ticket must be presented to VILLA BEER staff on request during the visit.

Guided tours for groups

Private tours can also be organized outside of regular opening hours, subject to availability, from Monday to Sunday. Please note that for organizational reasons, bookings must be made at least 14 days in advance of the desired date. Requests can be made online using the reservation form available at www.villabeer.wien. The tour of the house takes about 90 minutes and covers the entire house. VILLA BEER reserves the right to exclude individual rooms from the tour.

Please note our cancellation policy for private 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 at least 15 minutes before the start of the booked tour. In case of delays, VILLA BEER reserves the right to shorten the duration of the tour by the corresponding amount of time.

Prices

The prices according to the current price list, which is displayed at the VILLA BEER ticket office and available in the online shop at www.shop.villabeer.wien, apply. These prices include

the applicable statutory sales tax. For special events, VILLA BEER may set prices that deviate from the price list in individual cases. These prices will be displayed on site at the ticket office, published in the online shop and at the respective locations, and will apply to the respective service from the time of publication.

Discounted tickets will only be granted if the prescribed minimum group size is reached or if the CONTRACTUAL PARTNER: presents both valid photo ID and proof of eligibility (e.g., club card, membership card). Only one discounted ticket will be issued per interested party. There is no legal entitlement to discounted tickets for certain groups of people.

Ordering in the online shop

After selecting the desired tickets and filling in all mandatory fields (fields marked with an asterisk), you submit an offer to purchase (“add to cart”). Before submitting your order, you will receive a summary of the order contents and prices, which can still be corrected or confirmed. Payment is made via the payment service provider Adyen. After specifying the payment method (credit card, Apple Pay), you confirm your purchase by clicking the “pay” button.

Payment

Payment on site is made exclusively in euros and can be made in cash, by debit card, or by credit card. Payment in the online shop is made exclusively in euros using the payment methods specified in the online shop (debit card, credit cards, or prepayment). The order process is completed by entering the payment details and clicking on the “Pay” button. The order is then binding and can no longer be canceled or changed, unless there is a legal right of withdrawal.

The order is only accepted by VILLA BEER when

- the booking process has been completed with a valid credit card and authorization has been given by the respective credit card company,
- or payment has been confirmed by the selected payment service provider,
- or full payment has been received in the VILLA BEER account.

Cancellation and refund

As tickets are leisure services within the meaning of § 18 (1) Z 10 FAGG, there is no right of withdrawal. Refunds will only be made in the event of complete cancellation of the service by VILLA BEER. Delays or no-shows will result in the loss of the right to participate/admission.

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 no longer be granted admission.

Resale of tickets

The offering or sale of tickets for visits or events at VILLA BEER on the premises of VILLA BEER (including terraces and garden area) is prohibited.

In the event of a ticket being transferred, it is the responsibility of the respective CONTRACTUAL PARTNER to point out that these General Terms and Conditions of VILLA BEER apply. The CONTRACTUAL PARTNER shall indemnify and hold VILLA BEER harmless in this regard.

ACCOMMODATION

Guest rooms are rented on behalf of and for the account of VILLA BEER Betriebs GmbH, FN 546717x, Wiedner Hauptstraße 64/4, 1040 Vienna.

Booking and prices

The current accommodation prices can be found on our website at www.villabeer.wien and on the notice board on site.

Guest rooms at VILLA BEER can be booked using the written request form on our website at www.villabeer.wien. Once we have received your request, you will receive confirmation of your booking request and a payment request by email.

The contract with VILLA BEER is only accepted once (i) the request has been accepted and (ii) full payment has been received in the VILLA BEER account.

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

Cancellation policy

We know that plans can sometimes change. Therefore, please note our cancellation policy for guest room bookings:

- Up to 14 days before arrival: free of charge
- 14–7 days before arrival: 50% of the total price

- 6–2 days before arrival: 70% of the total price
- 1 day before arrival/no show: 100% of the total price

There is no entitlement to a refund in the event of late arrival or early departure.

Check-in and check-out

Rooms can be occupied between 3:00 p.m. and 6:00 p.m. unless a later arrival time has been agreed (“check-in”). On the day of departure, rooms must be vacated by 10:00 a.m. (“check-out”). Upon departure, keys must be returned to the cash desk or to a member of staff at VILLA BEER. If a CONTRACTUAL PARTNER has not vacated the room by 10:00 a.m. on time, VILLA BEER is entitled to charge a fee of EUR 20 per hour per guest for each hour overdue.

Cancellation and refunds

As the service offered is “accommodation for purposes other than residential purposes” within the meaning of § 18 (1) Z 10 FAGG, there is no right of cancellation. Refunds will only be made in the event of complete cancellation of the service by VILLA BEER.

Use of the premises

During your stay, you may use the dining room, the hall, the living room, and the library. The books are also at your disposal. Please note that the fireplaces may not be used for heating. The kitchen on the ground floor may only be used by prior arrangement.

Host liability

As a host, VILLA BEER is liable for items brought in by guests in accordance with §§ 970 ff ABGB (Austrian Civil Code). The host is only liable if the items have been handed over to the host or to persons authorized by the host, or have been taken to a place designated or specified by the host. In accordance with § 970 (1) ABGB, the innkeeper is liable up to a maximum of the amount specified in the Federal Law of November 16, 1921, on the liability of innkeepers and other entrepreneurs, currently EUR 1,100, for valuables, money, and securities, but only up to the amount of currently EUR 550. The innkeeper shall only be liable for any damage in excess of this amount if he has accepted these items for safekeeping in full knowledge of their nature or if the damage was caused by himself or his staff. In any case of accepted safekeeping, liability is excluded if the CONTRACTUAL PARTNER does not immediately notify VILLA BEER of the damage incurred as soon as they become aware of it.

RENTALS, EVENTS, AND SHOP

The rental of premises and guest rooms, as well as the sale of event tickets and products from the VILLA BEER Shop, is carried out on behalf of and for the account of VILLA BEER Betriebs GmbH, FN 546717x, Wiedner Hauptstraße 64/4, 1040 Vienna.

Prices

The prices according to the currently valid price list, which is displayed at the VILLA BEER cash register and available in the online shop at www.shop.villabeer.wien, apply. These prices include the applicable statutory value added tax.

Ordering in the online shop

After selecting the desired products and tickets and filling in all mandatory fields (fields marked with an asterisk), you submit an offer to purchase (“add to cart”). Before submitting the order, you will receive a summary of the order contents including prices, which can still be corrected or confirmed. Receipt of the order by VILLA BEER will be confirmed by an automatically generated email, which does not constitute acceptance of the order. Messages are only received by VILLA BEER during normal business hours (Monday to Friday from 9:00 a.m. to 4:00 p.m., except on public holidays in Austria). Messages received by the server outside these hours will only be considered received on the next working day.

Payment

Payment on site is made exclusively in euros and can be made in cash, by debit card, or by credit card. Payment in the online shop is made exclusively in euros using the payment methods specified in the online shop (debit cards, credit cards, or prepayment). The order process is completed by entering the payment details and clicking the “Pay” button. The order is then binding and can no longer be canceled or changed, unless there is a legal right of withdrawal.

The order is only accepted by VILLA BEER when

- the booking process has been completed with a valid credit card and authorization has been given by the respective credit card company,
- or payment has been confirmed by the selected payment service provider,
- or full payment has been received in the VILLA BEER account.

Cancellation or change of special events

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

Retention of title

A retention of title in favor of VILLA BEER is agreed upon for the products delivered by VILLA BEER until all claims with the CONTRACTUAL PARTNERS have been settled in full.

The retention of title shall remain in force even if the delivered products are resold by the CONTRACTUAL PARTNERS to third parties.

CONTRACTUAL PARTNERS hereby assign to VILLA BEER all claims against third parties arising from such resale. The fees and costs arising from this assignment shall be borne by the CONTRACTUAL PARTNERS.

If you have any questions, please do not hesitate to contact us at welcome@villabeer.wien.

