

General Terms and Conditions

for B2B Customers of Salzburg Burgen

(Valid from 01 July 2026)

1. General Provisions and Scope

1.1 These General Terms and Conditions (the "GTC") apply to all agreements between Salzburg Burgen und Schlösser / Land Salzburg (the "Provider") and B2B customers via the booking channels described below.

1.2 B2B access is available to the following customer groups:

- Travel agencies (licensed), tour operators, package operators and incoming agencies – with access to both booking channels (telephone/e-mail and the B2B webshop)
- Schools, associations and similar organisations – booking by e-mail only; access to the B2B webshop is not granted

1.3 The Provider operates the following properties, for which bookings are processed under these GTC:

- Festung Hohensalzburg
- Burg Hohenwerfen
- Burg Mauterndorf
- Fort Kniepass

1.4 By making the first booking or registering, the B2B customer accepts these GTC as binding. The B2B customer's own terms and conditions do not apply, even if the Provider has not expressly objected to them.

2. Booking Channels

Channel A – Written booking (group registration)

2.1 Bookings by e-mail are open to all B2B customers.

2.2 Under this booking method, a visit date is reserved with a defined number of participants. Tickets are not valid in advance; they must be collected by the B2B customer or the appointed tour guide at the box office on site on the agreed date.

2.3 Once the actual number of participants has been confirmed by the person collecting the tickets, the booking is deemed finally concluded. Subsequent changes are not possible.

2.4 Schools and associations may reserve tickets and guided tours at the reduced B2B rate via this channel. The relevant evidence (e.g., a school confirmation with stamp and signature, or proof of association membership) must be presented at the box office when collecting tickets.

Channel B – B2B webshop (online ordering)

2.5 The B2B webshop is available exclusively to registered and activated business customers under Point 3 (travel agencies, tour operators, package operators, incoming agents). Schools and associations are excluded from webshop access.

2.6 On completion of an order via the B2B webshop, the B2B customer is immediately sent valid tickets with a barcode and the requested visit time to the e-mail address on file. This does not constitute a reservation but already redeemable tickets. Only tickets whose barcode is actually scanned on site are invoiced (in accordance with Point 6.1).

2.7 Tickets may be passed on by the B2B customer to its end customers. Entry is by scanning the barcode on site – without queuing at the box office.

2.8 Only tickets whose barcode is actually scanned on site (tickets used) are invoiced. Tickets that are not scanned are not invoiced.

2.9 Tickets with a minimum number of participants are excluded from the scan-based billing under Point 2.8. The special conditions stated for the relevant booking apply to these.

2.10 By completing each order, the B2B customer confirms that it has read and accepted the cancellation terms (Point 4).

3. Registration and Activation (B2B Webshop)

3.1 Registration for the B2B webshop takes place via the online portal of one of the four properties. A registration automatically applies to all four locations.

3.2 When registering, the B2B customer provides its company details and the desired customer group. Activation is carried out manually by the Provider after checking the details provided.

3.3 The B2B customer may only use the webshop on the agreed B2B terms once activation has taken place.

3.4 The Provider reserves the right to refuse a registration without giving reasons, or to revoke an activation already granted.

3.5 Access data must be treated as confidential and must not be passed on to third parties. The B2B customer is liable for all bookings made using its access data.

4. Cancellation

Channel A – Written booking

4.1 Cancellations may be made free of charge by e-mail up to 24 hours before the agreed visit date.

4.2 In the event of cancellation less than 24 hours before the visit date, or non-appearance (no-show), 50% of the booked services (tickets and any guided tours) will be invoiced. This fee is charged irrespective of any ticket revenue; set-off is excluded.

4.3 For special guided tours, evening events or bookings with a minimum number of participants, an extended cancellation period of 7 days before the date applies. In the event of cancellation after this period, or a no-show, a flat fee of EUR 250 will be charged, since actual personnel costs are incurred in these cases (e.g., guides, event expenses). These terms are set out separately in the relevant booking confirmation.

Channel B – B2B webshop

4.4 In the event of a complete cancellation of a webshop order – i.e., the reversal of all tickets in an order – the B2B customer must inform the Provider without delay by e-mail. The Provider will deactivate the affected barcodes in this case. In the event of cancellation less than 24 hours before the planned visit date, or non-appearance (no-show), 50% of the booked services will be invoiced.

4.5 For tickets with a minimum number of participants or a fixed date, the cancellation terms stated for the relevant booking apply.

5. Prices and B2B Terms

5.1 The Provider's current B2B price lists apply to registered and activated B2B customers (webshop), as well as to B2B customers booking by telephone/e-mail.

5.2 Schools and associations have access to tickets and guided tours at the reduced B2B rate (Channel A). This is subject to presentation of the relevant evidence when collecting tickets.

5.3 End customers must not be quoted a price lower than the list price published by the Provider. The parties agree to treat B2B terms as confidential in this regard. The B2B customer undertakes not to make B2B terms accessible to third parties.

5.4 The Provider reserves the right to change prices. Changes will be communicated to the B2B customer in writing in good time.

5.5 Prices include statutory VAT unless stated otherwise.

6. Invoicing and Payment

6.1 Invoicing takes place monthly on the basis of the services actually rendered:

- Channel A: on the basis of the actual number of participants confirmed at collection
- Channel B: on the basis of the tickets actually scanned

6.2 The B2B customer receives a consolidated invoice. The invoice amount is payable within 14 days of the invoice date without deduction.

6.3 The B2B customer may object in writing to the monthly invoice by the 20th of the following month. After this, the invoice is deemed approved.

6.4 In the event of late payment, the Provider is entitled to issue a chargeable reminder. If payment is not made within one week of the first reminder, B2B access will be blocked. From this point on, the B2B customer may only use the services at end-customer prices and by paying in cash.

6.5 Default interest will be charged in accordance with the statutory provisions (Section 352 of the Austrian Commercial Code, UGB), together with reminder fees. After an unsuccessful third reminder, a debt collection agency will be instructed at the B2B customer's expense. The Provider is entitled to full reimbursement of all costs incurred in connection with debt collection.

7. Resale, Ticket Scalping and Misuse of the System

Permitted resale

7.1 The B2B customer is entitled to pass on tickets purchased solely within the scope of its own licensed tourism activity to its direct end customers – for example, as part of travel packages, group tours or incoming services. In doing so, the B2B customer acts towards its end customers as an organiser, not as a ticket dealer.

7.2 The sale price to end customers must not be lower than the list price published by the Provider. Selling below the list price is expressly prohibited.

Prohibited resale and ticket scalping

7.3 Any form of ticket scalping is expressly prohibited, as is any resale via the B2B customer's own or third-party online platforms, booking portals, webshops or digital marketplaces – irrespective of whether the B2B terms are disclosed in the process. The establishment of structures (own distribution websites, APIs, automated redirects) that act as an intermediary vis-à-vis the Provider is likewise prohibited.

7.4 In particular, the resale of tickets to other resellers, sub-agents or third parties who in turn distribute tickets to end customers is prohibited, unless the Provider's express written consent has been obtained.

Prohibition of automated and abusive use of the system

7.5 The use of automated scripts, bots, crawlers or other technical tools for the mass or automated retrieval of availability, prices or tickets via the B2B webshop is expressly and completely prohibited. This applies irrespective of whether any loss to the Provider can be demonstrated.

7.6 The duplication of barcodes is likewise prohibited, as is any other technical or commercial measure intended to use tickets more than once or to circumvent the Provider's billing system.

Consequences of breaches

7.7 In the event of breaches of the provisions of this clause, the Provider is entitled to block and terminate the customer's B2B access with immediate effect and without prior warning, and to claim damages in the full amount of the loss incurred. The minimum amount of damages shall be the difference between the resale proceeds obtained and the list price published by the Provider, multiplied by the number of tickets concerned.

7.8 The Provider reserves the right, in the event of a reasonable suspicion of misuse, to cancel individual orders without giving reasons, to temporarily restrict webshop access, or to deploy technical protective measures (e.g., order limits, captchas, IP blocks). No claims shall arise for the B2B customer as a result.

7.9 The B2B customer is liable for breaches of this clause even where these are committed by employees, sub-agents or technical systems that it has deployed.

8. Service Disruptions and Liability

8.1 The Provider is not liable for failures resulting from force majeure (e.g., natural disasters, strikes, technical faults caused by third parties).

8.2 For other service disruptions, the Provider is liable only in the case of gross negligence. Liability for loss of profit and consequential loss is excluded.

8.3 If a property is closed at short notice (within 24 hours), the B2B customer will be given the opportunity to visit a different property. Any further claim for damages is excluded.

8.4 There is no entitlement to a refund of the admission price where parts of the premises are inaccessible due to events, construction work, safety measures or other reasons.

9. Term and Termination

9.1 B2B access is granted for an indefinite period and may be terminated in writing by either party without giving reasons, subject to three months' notice to the end of a calendar month.

9.2 The Provider is entitled to terminate B2B access with immediate effect, in particular in the event of:

- failure to meet payment obligations
- breach of these GTC, in particular the resale provisions (Point 4)
- insolvency or the opening of insolvency proceedings
- loss of the requisite trade licence

10. Data Protection

10.1 Data collected in connection with booking, registration and use of the B2B portal is processed in accordance with the General Data Protection Regulation (GDPR) and the applicable Austrian data protection provisions.

10.2 Further information on data processing can be found in the Provider's privacy policy.

11. Miscellaneous Provisions

11.1 Austrian law applies, to the exclusion of the UN Convention on Contracts for the International Sale of Goods. The competent court in Salzburg has exclusive jurisdiction.

11.2 Should individual provisions of these GTC be invalid, this shall not affect the validity of the remaining provisions.

11.3 Changes to these GTC will be communicated to the B2B customer in writing at least one month before they take effect. If the B2B customer does not object within two weeks, the changes are deemed accepted.

11.4 Verbal agreements have no legal effect. All agreements must be made in writing. E-mails satisfy the written form requirement.

13. Rental of Premises and Open-Air Events

Scope and conclusion of contract

13.1 These terms apply to all agreements concerning the rental of premises, halls, courtyards and open areas at the properties (Festung Hohensalzburg, Burg Hohenwerfen, Burg Mauterndorf, Fort Kniepass) for private or commercial events (the "Event"), unless otherwise agreed in writing. Events that conflict with the character or public standing of a historic, listed property, or that contain extremist, discriminatory or security-threatening content, will not be approved.

13.2 The Provider will submit a non-binding offer on request. A binding contract is concluded only once the contracting party has placed a written order. There is no claim to exclusive use of the entire premises; in the event of a second simultaneous booking, priority is given to the earlier reservation. The rights of exploitation in image material of the properties remain with the Provider; use for advertising purposes, as well as sound, film and photographic recordings, require prior written consent.

13.3 The contracting party must notify the programme and schedule of the Event, together with the name and mobile number of the responsible contact person, in writing no later than one week before the start of the Event. The contact person must be reachable by the Provider throughout the Event. The contracting party may only publicise the Event after the contract has become legally binding in accordance with Point 14.2.

Prices and payment

13.4 All prices are exclusive of statutory VAT and are stated in the Provider's relevant written offer. In addition to the use of the premises, operating costs (electricity, heating, cleaning) and personnel costs for supervisory staff are charged separately; in the event of above-average soiling, the actual additional cleaning costs will be invoiced. All levies and fees arising in connection with the Event – in particular contributions to collecting societies (e.g., AKM) – are borne solely by the contracting party.

13.5 The invoice amount is payable within 14 days of the invoice date, free of charges and deductions; invoicing takes place after the Event on the basis of the services actually rendered. In the event of late payment, default interest of 8% above the base rate p.a. and reminder fees of EUR 20 per reminder are payable.

Cancellation and withdrawal

13.6 In the event of cancellation by the contracting party up to two weeks before the Event date, a cancellation fee of 30% of the agreed contract sum is payable; in the event of cancellation after this point, the full contract sum will be charged. In the event of partial cancellation (individual areas or duration of use), the cancellation fee is calculated proportionately.

13.7 The Provider is entitled to withdraw from the contract with immediate effect where important grounds exist, in particular in the event of late payment, missing official permits, insolvency of the contracting party, a substantive conflict between the Event and the character of the property, or force majeure. In the event of force majeure, the contracting party has no claim to damages. The Provider is

further entitled to abort an Event already in progress in the event of imminent danger; in this case the contracting party has no claims whatsoever against the Provider.

Liability and insurance

13.8 The contracting party bears the entire risk of the Event, including set-up, execution and dismantling, and is liable for all loss or damage caused by it, its agents or guests to the property or to third parties – including consequential loss. It shall indemnify and hold the Provider harmless in respect of all related claims.

13.9 The contracting party is obliged to take out event liability insurance for the Event with a minimum cover of EUR 3 million per claim, and to provide evidence of this no later than 48 hours before the start of the Event. If this is not provided in good time, the Provider is entitled to take out insurance at the contracting party's expense (excess EUR 730 per claim). The Provider's liability for items brought in or lost is excluded (Sections 970 et seq. and 1316 of the Austrian Civil Code, ABGB). Any claims for compensation by the contracting party must be notified in writing without delay and become time-barred after six months.

Conditions of use and return

13.10 Smoking is prohibited in all premises; naked flames and the deactivation of smoke detectors are prohibited. A minimum distance of 30 cm from walls and fixed objects must be maintained for any structures erected, and spotlights must be positioned at least 50 cm from wood, textiles and historic surfaces. Decorative materials must at least meet fire-resistance class C in accordance with EN 13501-1. The maximum number of persons under the relevant venue permit must not be exceeded.

13.11 The contracting party is responsible for complying with all public-law regulations and for obtaining all official permits in good time (e.g., under the Salzburg Events Act); permits granted must be forwarded to the Provider in copy without delay. Transfer or subletting of usage rights to third parties is prohibited without the Provider's written consent.

13.12 At the end of the period of use, the premises must be returned swept clean and all items brought in, together with any catering waste, must be completely removed; otherwise the Provider is entitled to arrange removal at the contracting party's expense. Damage to the property will be repaired exclusively by the Provider at the contracting party's expense. At least one supervisory person appointed by the Provider will be present throughout the period of use; the costs will be charged. Should the contracting party fail to fulfil obligations assumed under the contract, a contractual penalty of EUR 2,000 (incl. VAT) is payable.

14. House Rules

(Forms part of these GTC for all properties)

14.1 The property is a historic site. It is prohibited to climb on walls, parapets or railings. Leaving the public paths is likewise prohibited. Parents are liable for their children.

14.2 A general vehicle ban applies to the entire site. No vehicles may be parked within the castle grounds. Exceptions are granted only by the castle administration.

14.3 The site is locked in the evening and may only be entered during the posted opening hours with a valid admission ticket. Unauthorised entry constitutes trespass. Any other presence outside opening hours (work, events, etc.) must be reported to the castle administration in good time, and its consent obtained.

14.4 The person to whom a key to the central locking system has been issued against signature bears full responsibility for it. These keys must not be passed on to third parties. In the event of loss, the affected part of the locking system will be replaced at the borrower's expense.

14.5 Any damage to the castle's property must be reported to the castle administration. Any theft or vandalism will be reported to the police.

14.6 The lighting of fires and the handling of naked flames anywhere on the castle grounds is prohibited under fire-safety regulations. Bringing in and using fireworks and incendiary materials is prohibited. Smoking is generally prohibited in all interior spaces. In outdoor areas, smoking is permitted only in designated areas with ashtrays provided.

14.7 Launching or flying drones over the property is expressly prohibited.

14.8 Any taking or reproduction of photographs on the premises beyond private use is prohibited. Permission from the castle administration must be obtained for commercial photography or filming.

14.9 The grounds, as well as parts of the interior spaces, are under video surveillance. The recordings serve solely to protect persons and property.

14.10 No refund of the admission price is granted where parts of the site are inaccessible due to events, construction work, security reasons or other circumstances.

14.11 Animals are not permitted in the exhibition rooms. Dogs must wear a muzzle in lifts and be kept on a lead. Exhibits must not be touched or damaged. Eating and drinking is not permitted in the exhibition rooms (sealable water bottles may be brought in).

14.12 Our castles are located in exposed positions. Suitable footwear must be worn. In winter, only cleared and/or gritted paths may be used.

14.13 Objects must not be thrown from viewing towers or viewpoints. Waste must be disposed of in the receptacles provided. Restricted areas must not be entered.

14.14 The buildings managed are historic, listed structures which in some areas do not comply with current building standards (e.g., in respect of staircase railings, steps, handrails, passage widths). Visitors are asked to pay constant attention to local conditions and warning notices. Liability for any consequences of such deviations is excluded.

14.15 In the event of an audible alarm, contact the supervisory staff. Remain calm and follow staff instructions. Lifts must not be used in such an event. In the event of a medical emergency, likewise contact supervisory staff.

14.16 The instructions of the castle administration and supervisory staff must be followed. Non-compliance may result in a ban from the premises and/or a report to the police.

14.17 Slide at Fort Kniepass

The following provisions apply in addition to those above, exclusively to the slide facility at Fort Kniepass:

14.18 The attractions on offer require care and consideration for other users.

14.19 Use of the slide facility is only permitted with a valid admission ticket.

14.20 Attractions and facilities (e.g., slides, play equipment, etc.) may only be used during official operating hours. Information signs and staff instructions must be observed and complied with at all times.

14.21 Use of the slides and play equipment is at the user's own risk. Use while under the influence of alcohol is prohibited.

14.22 The rules and instructions on information signs at the start of the slide or at play equipment must be observed and complied with at all times when in use.

14.23 The slides may only be used once cleared for use and with a sufficient safety distance.

14.24 The Provider is not responsible for damage to clothing caused by use of the slides.

14.25 Supervisory staff and/or the castle administration are entitled to refuse admission to the slide facility to persons who may pose a safety risk (e.g., due to excessive alcohol consumption or carrying prohibited or dangerous items), notwithstanding a valid admission ticket.

14.26 In the event of breaches of these house rules, the castle administration, supervisory staff and/or police officers are entitled to remove offenders from the property.

14.27 All persons entering the waiting area of the slide facility must conduct themselves so that no other person is harmed, endangered or disturbed.

14.28 They must further conduct themselves so as not to cause any damage to structures, fixtures, equipment or other property.