



MUSIKFESTSPIELE
POTSDAM SANSSOUCI

NIKOLAISAAAL
POTSDAM

General Business Terms and Conditions (T & C's) Musikfestspiele Sanssouci und Nikolaisaal Potsdam gGmbH

As of: 12/2018

These terms and conditions regulate the legal relationship between any visitor and the Music Festival Sanssouci and Nikolaisaal gGmbH or external promoters respectively. They form part of the contractual agreement that is entered upon by purchase of the tickets.

The gGmbH sells tickets for external events in the name of and for the billing purposes of the respective promoter. The external promoter is responsible for the artistic content and the realization of the performance. Therefore any claims are to be made directly to the external organizer, not to the gGmbH. [Note: special regulations regarding the Music Festival Potsdam Sanssouci are italicised.]

1. SERVICE & TICKET SALES

Ticket Gallery in Nikolaisaal Potsdam

The Ticket Gallery in Nikolaisaal Potsdam offers a comprehensive ticket sales and information service (no booking fee for in-house productions and events by cooperation partners) and for external promoters with system charges. [*and for events of the Music Festival Potsdam Sanssouci*].

Wilhelm-Staab-Straße 10/11
14467 Potsdam
Phone: 0049-331-28 888 28
Fax: 0049-331-28 888 29
Email: service@nikolaisaal.de
service@musikfestspiele-potsdam.de

Opening Hours

Monday to Friday 11.00-18.00 h
Saturday 11.00-14.00 h
Closed on Sunday and Public Holidays

Opening Hours during Summer Vacation

Monday to Friday 12.00-17.00 h
Saturday closed

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Box Office

One hour prior to the performance.

[BOX OFFICE at the respective venues: Unless indicated otherwise: open 1 hour prior to the beginning of the performance; 2 hours in case of Open Airs unless otherwise stated.] Only tickets for the individual performance at the venue are sold.

Online Tickets

Tickets for all performances in Nikolaisaal Potsdam are available at www.nikolaisaal.de. Tickets for the Music Festival Potsdam Sanssouci are available at www.musikfestspiele-potsdam.de. The number of tickets per online purchase is limited to ten tickets. Should you require more than ten tickets please phone + 49 331 28 888 28.

Further TICKET OFFICES for Nikolaisaal-Tickets
These ticket outlets have direct access to all available tickets:

All TICKET OFFICES with booking fee (booking and service charges apply):

PNN-Shop WilhelmGalerie, 2nd Floor

Platz der Einheit 14
14467 Potsdam
Mon-Sat: 10.00-18.00 h

Tourist Information at Am Alten Markt

Humboldtstr. 1-2
14467 Potsdam
Mon-Sat: 9.30-18.30 h
Sun and on holidays: 09.30-15.00 h

Tourist-Information at Mainstation (Hauptbahnhof) Potsdam

Babelsberger Str. 16
14473 Potsdam
Mon-Sat: 9.30-18.30 h
Sun and on holidays: 09.30-15.00 h

Tourist-Information at Luisenplatz

Luisenplatz 3
14471 Potsdam
April-October:
Mon-Sat: 9.30-18.00 h
Sun: 10.00-16.00 h
Closed: Nov - March

Ticketeria Stern-Center | MAZ-Service in Potsdam

Nuthestraße/Sternstraße
14480 Potsdam
Mon-Thu: 10.00-20.00 h | Fri: 10.00-21.00 h
Sat: 09.00-21.00 h

MAZ-Ticketeria

Friedrich-Ebert-Str. 85/86
14467 Potsdam
Mon-Fri: 09.00-19.00 h
Sat: 09.00-16.00 h

Tickets via EVENTIM (sales as of now)

All eventim ticket outlets have access to a limited amount of seats. Booking and service charges apply.

2. TICKET SALES INFORMATION

Methods of payment and sending

VIA TICKET-GALERIE

Cash, EC Card and by **Credit Card** for bookings over the phone:

We accept Master Card and VISA. Tickets can be collected from the box office at the venue.

ONLINE

Direct debit and immediate bank transfer (Sofortüberweisung)

Direct debit and immediate bank transfer are free: tickets can be collected from the box office at the venue or printed by using print@home. The booking confirmation serves as confirmation of your ticket purchase. You get your tickets upon presentation of the booking confirmation either during regular opening hours at Ticket Gallery Nikolaisaal or collect your tickets directly from the box office. The box office normally opens an hour before the performance commences. In case of any problems with either direct debit or immediate bank transfer payments, please contact our bookkeeping directly on +49 331 28 888 19 rather than reversing the payment.

Credit Card

Master Card and VISA are accepted; tickets can be collected from the box office, they can be printed using print@home or sent by postal mail (a € 2,- postage fee applies) up to three days prior to the performance. The booking confirmation is your ticket purchase receipt. The e-ticket is only valid as A4 print and in combination with the booking confirmation and some valid picture ID. In case buyer and user are not the same person a letter of authorization is required.

ONLINE and by PHONE

Bill

A service charge of € 3.50 applies. Purchasing tickets using an invoice is possible up to ten days before the performance. Please use the SEPA method for bank transfers from countries within the EU. For bank transfers from non-EU countries service fees according to »OUR« apply. Once the bill has been settled in full, we immediately send the tickets to you (a € 3.50 service charge is included). If the period between sending and the performance is deemed too short, tickets will be available from the box office at the individual venue. The promoter reserves the right to return the tickets to the general sale if the due date on the invoice is passed. Liability for any loss of any ticket cannot be assumed.

Reservations

Reservations can be made at Ticket Gallery up to seven days prior to the event. Reservations are binding. Tickets that are not paid for on the due date are returned to the general ticket sale. Tickets reserved for collection from the box office at the venue must be collected no later than 30 minutes prior to the beginning of the performance. In order ensure tickets are yours we recommend telephone purchase with credit card payment. Otherwise the organizer reserves the right to resell reserved tickets if sufficient demand for such tickets exists. Reservations in writing and ticket requests can be sent to Musikfestspiele Sanssouci und Nikolaisaal Potsdam gGmbH, Wilhelm-Staab-Str. 10/11, 14467 and must reach the recipient 10 days prior to the event.

Service charges ticket sales

Tickets for all in-house productions of Nikolaisaal Potsdam and the cooperation partners are available without any service charge from Ticket Gallery. Usually a 12% system service charge applies to all external performances.

Concert Ticket = Travel Card for: Children and Youth Concerts, Season Ticket Holders

Visitors of children and youth events and subscribers can use their tickets or their subscription pass as complimentary public transport tickets on Potsdam's ViP trams and buses in Potsdam's tariff zones AB. [This does not apply to Child and Youth Concerts at the Music Festival Potsdam Sanssouci] Applicable tickets are marked with the VBB label. Tickets are valid on the day of the performance for 3 hours before and for 3 hours after the performance. This right to travel is not transferrable and is valid for one person only (no validity in case subscription concerts are exchanged).

Loss, exchange and return of tickets

Tickets cannot be returned or exchanged. This also applies in cases of changes in the cast and the program. If a booking can only be processed in parts, returning the tickets is not possible either. A replacement ticket can be issued at the box office for an administrative fee of 1,- Euro in

case an original ticket is lost and you can prove which ticket you had purchased. An owner of an original ticket is granted higher priority than an owner of a replacement ticket. Unused concert tickets cannot be exchanged.

In case an event is cancelled, ticket prices can be returned within four weeks of the cancellation upon presentation of the original ticket and from the point of sale where the ticket was purchased originally only or by sending in the original ticket with relevant bank details. Any further claims such as returning service charges, travel or accommodation costs are excluded. [Weather related interruptions of open-air performances do not entitle ticket holders to a return of ticket prices]

The Music Festival Sanssouci and Nikolaisaal Potsdam gGmbH sells the tickets for external performances in the name of and for the billing of the respective promoter. Therefore any claims must be made to the promoter directly and not to the gGmbH.

3. VOUCHERS

New: vouchers are available from the Ticket Gallery of Nikolaisaal Potsdam and online for all events of Nikolaisaal and of the Music festival Potsdam Sanssouci. A voucher is valid for three years, calculated from the end of the year of purchase and can only be redeemed in the Ticket Gallery

4 . LEGAL NOTE

We hereby refer to the ruling by Amtsgericht München 02.12.2005, AZ 182 C26144/05, which states that the booking of a ticket constitutes a legally binding contract even if the agreement was entered over the phone or online. It is not a long-distance sales agreement and therefore customers' rights of withdrawal do not apply.

Furthermore we point out that the gGmbH is not able to cause any interference or make any corrections or changes regarding transactions using electronic payment (credit card, EC-card direct debit). Nevertheless, should you have any questions or should any problems occur, please do not hesitate to contact either Ticket Gallery or our accounts department immediately. Any fees banks charge for back posting services have to be paid for by the customer.

A Print@home ticket can only be used once and is valid for one person only. Reselling is not possible. If a copy of a Print@home ticket appears, the ticket holder who can present the legitimization stated above gains access to the event. Access to the event is denied to holders of illegally copied Print@home tickets. Furthermore the organizer reserves the right to charge the ticket dealer responsible for generating illegal copies of his Print@home ticket(s) the total amount of copied Print@home tickets. Copies of tickets are registered with the police and criminal charges will be pressed against seller and purchaser of illegally copied Print@home tickets. The organizer does not assume liability if tickets are lost or wrongfully used.

5. PRICES

The Music Festival Sanssouci and Nikolaisaal Potsdam gGmbH publishes all currently valid prices and discounts in its annual performance calendar, the monthly flyers and online. Discounts are available to the respective people upon presentation of valid id. Discount tickets are only valid in combination with such id. A combination of discounts is not possible.

All prices and discounts are available for in-house productions of the Nikolaisaal Potsdam and the Kammerakademie Potsdam when purchased in the Ticket Gallery at the Nikolaisaal (Exception: Children and Youth Concerts).

[YOUNG FESTIVAL TICKET (YFT): The Young Festival Ticket is available for people up to the age of 30 from all ticket offices and online (limited number of seats available). Admission is upon presentation of a valid picture ID only.]

[Reduced tickets for children, school and university students, trainees, military service staff, unemployed people and handicapped people are available upon presentation of relevant id from the box office at the venue on the day of the performance one hour prior to the beginning of the

performance. Tickets are available in advance for severely handicapped people with a B-registered disability upon availability.]

6. SEASON TICKETS

The concert and performance venue Nikolaisaal Potsdam offers a variety of season tickets for freely selecting from all in-house productions of the Nikolaisaal and the Kammerakademie Potsdam. NEW: a joint season ticket "Favourite Classics" between Nikolaisaal, the Kammerakademie Potsdam and the Hans Otto Theater Potsdam.

Further information is available from the annual calendar of performances, online and at the Ticket Gallery in the Nikolaisaal. Terms and conditions for Season Tickets are available at the Ticket gallery and online.

ABO-CARD

An offer brought to you jointly by Nikolaisaal Potsdam and Hans Otto Theater Potsdam.

Upon presentation of their ABO-CARD (season ticket), season ticket holders get a 10% discount on all ticket prices and reduced ticket prices for all performances not covered by their season ticket. This offer is valid for all performances of the Nikolaisaal, the Kammerakademie Potsdam and the Hans-Otto-Theater.

When purchasing the season ticket the free ABO-CARD is issued to every season ticket holder. The card is non-transferrable and only valid upon personal presentation and in combination with valid id. The discount is available at any time when purchasing tickets in advance or at the door box office.

7. IMPORTANT VISITOR INFORMATION

Admission

Doors open, unless otherwise indicated, 1 hour prior to the beginning of the performance. Coats, bags, umbrellas etc. are to be deposited in the cloakrooms for reasons of fire protection and hygiene. Food and drinks as well as pets are not permitted.

[Admission: doors open 30 minutes prior to the beginning in the churches, the historical palace venues and the Palace Theatre respectively; and two hours prior to the beginning of open air events, unless indicated otherwise.]

Sometimes changes in seating arrangements may become necessary resulting in slightly different seats. We aim to keep any inconvenience to an absolute minimum and ask for your understanding.

Late Admission

There is no right to late admission once a performance has started. In exceptional cases and if available you may take seats when ushers indicate the possibility.

Wheelchair Users

A lift for wheelchair users is available in the Nikolaisaal courtyard providing barrier-free access to both the concert hall and the Ticket Gallery. Wheelchair users without tickets, which were booked in advance are kindly requested to arrive thirty minutes prior to the beginning of a performance as seats may have to be moved if necessary.

[Information regarding barrier-free access to historical venues during the Music festival is available from the Ticket Gallery and from the online under menu item barrier-free access. Tickets including possible discounts must be booked at the Ticket Gallery and are available upon presentation of relevant credentials.]

Recording of images and sounds

Any recording of images and sounds in the Nikolaisaal Potsdam and at the venues of the Music Festival Potsdam Sanssouci during performances is strictly prohibited. Non-compliance may lead to damage claims and result in exclusion from attending any further events and performances.

Please remember: all mobile communication devices and digital watches must be switched off during performances.

Radio, TV, Image recordings

TV and/or Radio Stations might record and broadcast some performances. This may result in restricted viewing. The promoter might record individual concerts. Upon purchasing a ticket, the visitor agrees to these recordings and to the possible recording and depiction of herself.

Domiciliary Rights

All domiciliary rights are with the Musikfestspiele Sanssouci and Nikolaisaal Potsdam gGmbH who may ask an officer on duty or on-site staff for enforcement. The terms and conditions are to be observed and any instructions by staff are to be followed. Non-compliance might result in expulsion from the venues and an overall ban from future attendance. Entering stages and / or crossing over barriers is strictly prohibited. All technical devices (mobile phones etc.) with sound signals must be switched off during performances. Smoking is not permitted anywhere in the building.

8. Special Regulations for the Music Festival Potsdam Sanssouci

*Tickets in the lower price categories (e.g. in churches and in other concert venues if applicable) are often seats with **restricted viewing**.*

*In order to protect the historical floors, please note that high and **pointed heels** are prohibited in the palaces.*

*We recommend bringing warm and weatherproof clothing to the **open-air events**. In case of rain, please refrain from using umbrellas as they cause restricted viewing for other members of the audience. Pets are not allowed. Please refrain from bringing food and drinks, appropriate catering is provided.*

*Only a **very limited number of parking spaces** are available on the premises of the Prussian Palaces and Gardens Foundation Berlin-Brandenburg (charges apply). Please use public transport. Cycling is permitted in Park Sanssouci, New Garden and Park Glienicke on the demarcated cycling lanes only. The German traffic and transport / highway code applies.*

9. DATA PROTECTION REGULATIONS

By purchasing your ticket you agree to your personal data being collected, processed and used in the context of ticketing and customer service measures by Music Festival Potsdam Sanssouci and Nikolaisaal Potsdam gGmbH. Customer service measures are defined as measures of communicating further information to the customer the content of which is potentially beneficial for the customer. You can withdraw your agreement at any time and without any disadvantages. All your data protection interests are protected by the gGmbH without any limitation and no data are transferred to any third party. The complete data privacy statement of the Music festival Potsdam Sanssouci and the Nikolaisaal is available both online and can also be viewed as print-out at the Ticket Gallery.

Publisher:

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