

TERMS AND CONDITIONS OPERA LOUNGE AND CULINARY PACKAGES

Table booking, options, and reservation

Table reservations are processed in the order in which they are received and according to the number of places available.

Individual guests can book seats in the Opera Lounge online at www.operimsteinbruch.at and by telephone at the Festival Office on +43 2682 65065. If you would like to share a table with friends, please make your booking under a single name in one transaction. This is the only way we can reserve seats for you together.

For **groups of 20 persons or more**, we offer the option of booking opera tickets and seats in the opera lounge, subject to availability. Please contact the festival office with your reservation enquiry on +43 2682 65 0 65-865 or tickets@panevent.at or contact our events department +43 664 965 7930, opernlounge@arenaria.at

Culinary packages are also subject to the above-mentioned guidelines regarding options, reservation, and payment. For services of the Opera Lounge and culinary packages, no discounts or free places can be offered.

Service

All drinks from the range on offer are included in the package price. The offer is valid on the day of the booked performance and is limited to the consumption of drinks and food in the allocated quantity and within the area booked (Foyer Park, Vintner's Area, or Opera Lounge).

All prices quoted are in euros and include statutory taxes and duties. Should individual services that are part of the offer be unavailable, we reserve the right to exchange them for services and products of at least equal value.

All advertising material to be placed by us in the reserved area must be made available in good time and taken away after the day of the performance.

Access to the Opera Lounge and reserved area

After payment, you will receive a ticket for your reserved culinary package together with your opera ticket. When you enter the opera lounge or your reserved area your culinary ticket will be exchanged for a VIP wristband. Please wear this throughout the evening to ensure unrestricted access to your section.

Bad weather in the Opera Lounge, Foyer Park, and Vintner's Area

The Opera Lounge and all reservable areas are outdoors and are uncovered. In the event of bad weather, service may be disrupted. In the event of heavy rain, we reserve the right to fulfil all reserved services in a shorter time. In the event of complete cancellation, you will be refunded the reserved package price. Once any food and drink that are part of a culinary package have been consumed, no (partial) refund claims can be made, even in the event of cancellation due to bad weather.

Event organiser

ARENARIA GmbH, Esterhazyplatz 5, 7000 Eisenstadt
www.operimsteinbruch.at