

TERMS AND CONDITIONS

Ticket purchase on site

Version as of 01.06.2026

§ 1 Corporate Information

Natural History Museum Vienna
Scientific institution under public law
Burgring 7, 1010 Vienna, Austria
UID Nr: ATU38020609
Firmenbuchnr: 236724z

§ 2 Scope of application

- 1) These Terms and Conditions apply to ticket purchases on site at the ticket offices of the NHM in the respective valid version.
- 2) By purchasing a ticket with the enclosure of these Terms and Conditions as well as the NHM visitor rules, they all become an inherent part of the contract. Deviating terms and conditions will not be recognised by the NHM unless the NHM expressly agrees to the deviation in writing.

The staff of the NHM must be obeyed at all times, instructions must be followed and the staff must be treated with politeness and respect.

§ 3 Conclusion of the ticket purchase

- 1) Tickets are available during opening hours of the NHM (last admission 30 minutes before closing) at the ticket offices on site. The buyer acquires the ticket by paying the purchase price.
- 2) The buyer bears the risk for incorrect and incomplete information.

§ 4 Price and payment options

- 1) All prices listed are Euro prices incl. VAT. Prices are subject to change. Printing errors are reserved. Each ticket up to 400 euros is an invoice within the meaning of the Austrian Tax Act (UStG). Payment must be made in cash, by debit or credit card. Other forms of payment are not accepted.
- 2) The entitlement to reduced prices is conditional upon the correct indication of the relevant reduction during the purchase process. In addition, the person making the purchase must prove his/her valid eligibility for the discount by presenting physical photo ID before using the service.
- 3) There is no legal entitlement to receive a discount.

- 4) If the discount was claimed without entitlement, the ticket becomes invalid without replacement.

§ 5 Ticket conditions

1) General conditions

The ticket must be presented at the entrance when using the facilities associated with the ticket. For personalised tickets or annual passes, physical photo ID must also be presented at the entrance to confirm eligibility. The NHM will validate the ticket in accordance with the technical conditions. Invalid or cancelled tickets as well as vouchers do not entitle the holder to use any services. Day tickets and vouchers can be transferred to another person. If lost, there is no entitlement to a replacement.

2) Day Ticket

The purchased ticket is valid for one-time admission on the date specified on the ticket. If the ticket is not used within this period, it expires and there is no entitlement to a refund of the purchase price.

3) Annual Pass

The purchase of an Annual Pass entitles the person named on the ticket to multiple admission to the Natural History Museum Vienna and the Narrenturm location within the specified one-year validity period. The Annual Pass is only valid in conjunction with physical photo ID.

4) Vouchers

The voucher is valid for 5 years from the date of issue and can be redeemed for admission and guided tour tickets via the online ticket system or at the ticket offices on site, but not for products from the museum shop or café. Cash redemption is not possible. Any remaining credit can still be redeemed. The NHM can make payment to the person redeeming the voucher with liberating effect, unless the company has knowledge or grossly negligent ignorance of the possible non-entitlement, legal incapacity or lack of representation authority of the respective holder. Credit balances do not bear interest. It is not possible to redeem the voucher retrospectively after the ordering process in the online ticket system or at the NHM's ticket offices on site.

5) Other tickets

The tickets are only valid for the event date specified on the ticket.

Admission to the event booked with the ticket is only possible in combination with a valid ticket entitling the holder to visit the Museum, unless a specific event deviates from this.

A change of date is no longer possible after conclusion of the contract. It is not possible to redeem the ticket on another date or time.

§ 6 Warranty and liability

- 1) The NHM reserves the right to restrict access to the exhibition rooms or individual halls, in particular in cases of construction work, excessive crowds, extraordinary circumstances, unforeseeable events or official orders.
- 2) The access restriction to the museum for tickets without a fixed date is not a defect of the purchased ticket and does not give rise to a claim for refund of the purchasing price. However, the ticket holders concerned have the option of visiting the museum at a later date when the access restrictions have been lifted, provided that the ticket has not lost its validity despite the relevant access restrictions.

- 3) The NHM is not liable for damages incurred by the buyer due to unauthorised duplication as well as the misuse of tickets or vouchers by third parties.
- 4) The NHM shall be liable for the persons engaged by it for damage typical of the contract, caused by negligence only towards consumers as defined by § 1 Sec 1 no 2 of the Austrian Consumer Protection Act (KSchG) and only up to the amount of the ticket price. In addition and towards business owners, the NHM is only liable for damages typical for this type of contract, caused intentionally or by gross negligence. Liability for consequential damages is excluded. This limitation of liability does not apply to injury to life, body and health.
- 5) The buyer shall be liable for damages to the inventory or the objects of the NHM, as well as to other persons, irrespective of fault, in particular but not exclusively in the event of non-compliance with the instructions of the staff of the NHM.

§ 7 Audioguide, cloakroom key

- 1) For borrowing an audioguide, an ID or a cash deposit of EUR 50,-- is required as security. Otherwise borrowing is not possible. Upon proper return of the audioguide, the ID or cash amount will be returned immediately.
- 2) For borrowing a key for the cloakroom at the Narrenturm location, an ID or a cash deposit of EUR 5,-- is required as security. Otherwise borrowing is not possible. Upon proper return of the key, the ID or cash deposit will be returned immediately.

§ 8 Force majeure

- 1) The occurrence of unforeseeable circumstances or circumstances independent of the will of the parties, in particular all cases of force majeure, shall entitle NHM to restrict, postpone or cancel the services offered in accordance with the extent and duration of these circumstances and their consequences.
- 2) Should a circumstance of force majeure last for more than three months, this shall be deemed an extraordinary reason for cancellation, whereby a maximum of the respective equivalent value of the service not yet provided can be retained or reclaimed. Any further compensation for damages is excluded.
- 3) An event of force majeure within the meaning of this provision shall be deemed to include in particular earthquakes, fire, floods, riots, pandemic, government regulations, decisions or any other event of a similar or dissimilar nature which qualifies as an unforeseeable circumstance or a circumstance independent of the will of the parties.

§ 9 Copyright

- 1) The NHM reserves all rights, in particular copyright, trademark protection and other intellectual property rights, to all retrievable content, in particular texts, graphics, photos, logos, trademarks, designs, illustrations, tables, layout, software and their content.
- 2) Further distribution of the content is only permitted upon request and after express permission by the rights holder NHM. The unauthorised use of protected content may result in civil and criminal consequences.

§ 10 Data protection

- 1) The purchase of the ticket (except of annual tickets) is anonymous, which means that no personal data is processed. In case of non-cash payment, personal data is processed by the payment service provider of the NHM.
- 2) All information of the Natural History Museum Vienna on data protection, in particular on the rights of data subjects, is available online at https://www.nhm.at/en/privacy_notice.

§ 11 Salvatory clause

- 1) Should any provisions of these Terms and Conditions be or become invalid, this shall not affect the validity of the remaining provisions. In the event of the invalidity of a provision, the parties shall replace the invalid provision with a provision that comes as close as possible to the invalid provision in terms of its economic content.

§ 12 Jurisdiction and applicable law

- 1) All legal questions arising out of or in connection with this contract, including the question of its valid conclusion and its pre- and post-effects, shall be governed by Austrian law to the exclusion of its conflict of law provisions.
- 2) The parties agree that all disputes arising out of or in connection with this contract, including the question of its valid conclusion and its pre- and post-effects, shall be subject to the exclusive jurisdiction of the competent court for 1010 Vienna. Excluded from this are consumers within the meaning of § 1 para. 1 no. 2 of the Austrian Consumer Protection Act (KSchG).