

RULES AND REGULATIONS FOR VISITORS

The Schloß Schönbrunn Kultur- und Betriebsges.m.b.H. with Schloss Hof Estate and Schloss Niederweiden offers its visitors an insight into a fascinating Baroque world as well as recreational amenities in a unique setting during the season as defined for both attractions.

In the interests of preserving this unique Baroque setting and of visitor safety the following rules must be observed:

- Children aged fourteen and under may only visit the palace complex when accompanied by an adult. Parents are legally liable for the behaviour of their underage children! Likewise, teachers and group leaders are legally liable for the behaviour of minors in their care.
- Visitors are welcome to film and take photographs for private purposes everywhere except in the exhibition rooms. For commercial filming and photography a permit must be obtained from the management of the Schloß Schönbrunn Kultur- und Betriebsges.m.b.H. The use of tripods, selfie sticks or similar photographic or video equipment is prohibited at the Palace, as is the use of flash and similar forms of lighting. Any photos or videos taken may only be used for personal, non-commercial purposes.
- Exhibits in the exhibition rooms may not be touched, handled, damaged or impaired in any way. Smoking is prohibited in all buildings.
- Walking on non-lit sections is prohibited in the area!
- Please keep off the ornamental Baroque areas and flowerbeds throughout the palace complex. Do not pick any flowers, herbs or vegetables. Do not damage any plants.
- A strictly protected species of ground squirrel inhabits the grounds. Their activities can make the ground uneven and cause depressions in the soil, also in sections that are freely accessible, especially in the area of the Fairground/Festwiese. So please take special care! Accessing the grounds with unsuitable footwear is undertaken at your own risk.
- No dogs or other pets may be taken into any part of the palace complex.
- No bicycles (or bicycle-like toys for children), roller skates, inline skates, skateboards, scooters, etc., may be used anywhere in the palace complex. Ball games and Frisbees etc. may not be used in the Baroque garden.
- The management is not liable for any injuries incurred in the use of handcarts and play areas or their equipment.
- Please help to keep the entire palace complex tidy and free from litter by using the litter bins provided.
- All our animals are fed with food that is carefully adapted to their needs and habits. In order to safeguard our animals' health and to discourage them from begging, visitors are not permitted to feed any of the animals in the palace grounds.
- Barriers are positioned for your own protection! Visitors are not permitted to climb, step or reach over any barriers or use them as seats!
- Just like us, animals need periods of rest. Please refrain from trying to gain the animals' attention by shouting or whistling etc. Visitors are not permitted to play radios or musical instruments etc., or to make unacceptable levels of noise.
- Any instructions or orders given by the staff of the Schloß Schönbrunn Kultur- und Betriebsges.m.b.H. must be obeyed.
- Staff are authorized to bar visitors from the palace grounds if they fail to comply with these rules and regulations or with instructions given by supervisory staff.
- Admission tickets must be retained throughout the visiting period and shown on request. They become invalid once the visitor has left the palace complex.
- Please take note of closing times, which are prominently displayed at the entrance, as the gates to the Baroque palace complex will be locked shortly afterwards.
- In cases of medical emergency please consult the supervisory staff or the staff at the ticket desks, also whenever an alarm sounds. Please keep calm and follow the instructions of the supervisory staff and/or guides. The lifts may not be used in an emergency. Emergency exits may only be used in cases of emergencies, and exits, stairways, passageways and evacuation routes must be kept free and unobstructed at all times for reasons of safety.
- Visitors may enter and use the grounds on the basis of the rules and regulations pertaining to the grounds which are displayed at the entrances to the grounds.
- Please bear in mind that Schloss Hof estate and Schloss Niederweiden are historic, listed monuments, and that some parts of the buildings do not meet present-day construction standards. This may be the case, for instance, with stair railings, stairs and steps, handrails and floor coverings, as well as the height of passageways, balustrades, windows and parapets. For this reason, during your visit to the buildings, please pay attention to your immediate surroundings and heed any warning notices displayed. Schloß Schönbrunn Kultur- und Betriebsges.m.b.H. assumes no liability with regard to deviations from present-day construction standards.
- **Storm Warning** – Rules of procedure: Seek shelter indoors – in general, avoid lingering in outside areas, avoid trees and eaves of buildings, when passing through entrances, be careful of slamming gates and doors.

Thank you for your cooperation. We hope you enjoy your visit!

The purchase of an admission ticket implies full acceptance of the rules and regulations pertaining to visitors. Contravention of these rules and regulations will result in visitors being barred from the premises as well as potential legal action. The Schloß Schönbrunn Kultur- und Betriebsges.m.b.H. assumes no liability for damage or injury of any kind except where it has caused such with intent or gross negligence!