



GRAFENEGG



INFORMATION & RULES OF CONDUCT GRAFENEGG FESTIVAL 2020

Musical Picnic

- Please be sure to **inform** our ticket office should you **pass your tickets on to other persons**, as we will require their contact addresses.
- There is no regular box office on event days.
- All events are held **without an interval**. As soon as the event has started, no later admission can be given.
- Unfortunately, there is **no alternative in the case of inclement weather**. Musical Picnics can also take place in bad weather; they may be postponed, cancelled until shortly before they begin or interrupted at any time after they have started because of weather conditions. Please visit grafenegg.com to see if an event has been cancelled or given a new start time. The ticket price will be refunded for Musical Picnics that are cancelled or interrupted during the first half. Please note that from the time of admission (60 minutes before the start of the event) your food and drinks are considered as consumed and so this portion of the ticket price cannot be refunded. You can, however, take your food and drinks home with you.
- For events dogs are not allowed at the castle grounds.
- There is **no bus transfer** available from Vienna.
- **Entry and admittance** begin from 60 minutes before the start of the event, **only via Haitzendorf through the Kremser Tor (address: Kremser Straße & Parkweg, 3485)**.
- The checking of tickets is contactless.
- The spacious parking lot will make for a stress-free arrival.
- **Please remain only on the castle lawn, the location of the Musical Picnic**. This is clearly separated from the area for the Wolkenturm concerts.
- The event takes place on a lawn. Each ticket is assigned to a designated chair and table, but we recommend bringing along blankets and ensuring you have suitable clothing and shoes.
- Please go to your places as soon as you arrive. Your food and drinks will already be awaiting you.
- **Smoking is not permitted** at your table.
- There will be no sale of programme booklets.
- The area is to be vacated 60 minutes after the end of the event.
- Please always follow the **instructions given by the ushers** and observe all signs.
- Please always maintain a **distance of one metre** from persons who are not from your household and avoid crowding, especially at entrances, exits and the bar.
- Please observe the current **general hygiene regulations** such as sneezing etiquette, regular washing or disinfecting of hands etc. Disinfectant dispensers are available on the grounds.
- On the day of the event, please consult the latest **guidelines regarding the wearing of mouth and nose protection**. This information is also available at grafenegg.com.
- If any of the following applies to you, **please do not attend the concert**. The cost of your ticket will be refunded in full
 - if you are feeling unwell and you cannot preclude a Covid-19 infection
 - if you are ill
 - if you have had contact with a person who has Covid-19
 - if there is illness or reason to suspect illness in your immediate social or professional environment.

Many thanks for your cooperation!

You can find complete
information at
[grafenegg.com/
musik-picknick-faq](http://grafenegg.com/musik-picknick-faq)