

**General Terms and Conditions**  
**for the Tash Sultana concert**  
**on 18.03.2026**  
**at Wiener Stadthalle**

**1. Personalization of tickets**

- 1.1 All tickets for the Tash Sultana concert are personalized, i.e. only the holder of the right to visit has the right to request access to the event. This entitlement to attend the event exists only on the basis of the visitor contract (event attendance contract), which the visitor has concluded with the organiser as part of his ticket order or into which he or she has entered under the conditions of item 2. Proof that the visitor has acquired the right to visit will be provided by presenting the personalized ticket and - at the request of the organizer - a photo ID, unless item 1.3 is applicable. The organizer reserves the right to refuse to let ticket holders who have not acquired or can not prove that they have acquired the right to visit, attend the event. If the organiser allows the holder of the ticket to enter, he shall be released from his obligation to perform vis-à-vis the contractual partner even if the ticket holder is not the same person as the contractual partner entitled to attend the event.
- 1.2 A further prerequisite for attending the event is that the visitor shows the ticket in his name or scans it into the readers upon entry to the event, unless item 1.3 is applicable.
- 1.3 A third party whose name is not listed on the ticket will only be granted access to the event if they enter the event at the same time as the person named on the tickets. By showing the ticket at the entrance to the event (in particular by scanning the authorization code into the readers), the visitor declares that he or she is entitled to attend the event.

**2. Ticket distribution and official secondary market platform**

- 2.1 The transfer of tickets and visiting rights is only permitted in accordance with the provisions of these GTC.
- 2.2 The owner of tickets can only transfer the rights and obligations arising from the visitor contract (and thus also the right to visit) to a third party if the third party enters into the visitor contract in his place with regard to a right of visitation, assuming all rights and obligations. This admission requires the consent of the organizer, which is hereby granted in advance under the conditions contained in section 2.3. If a contractual partner of the organiser has permissibly acquired several visiting rights within the framework of a visitor contract and assigns these visiting rights to several third parties in a permissible manner, separate visitor contracts with the persons entering are concluded upon entry.
- 2.3 In order to prevent the resale of tickets at inflated prices, i.e. in the interest of maintaining an appropriate price structure, to avoid criminal offences in connection with attending the event and to enforce house bans, the organiser's consent to the entry of a third party into the visitor contract in accordance with item 2.2 will only be granted, at the express request of the artist, if (i) the rights under the visitor contract (and thus also the right of visitation) are fulfilled by joint visit to the event with the owner of the ticket, (ii) the rights and obligations arising from the

visitor contract (and thus also the right to visit) are transferred to a third party exclusively by the purchaser selling or transfers (repersonalize) the personalized ticket purchased via [www.oeticket.com](http://www.oeticket.com) on the resale platform FANSALE ([www.fansale.at](http://www.fansale.at)) authorized by the organizer in accordance with item 3. (iii) the rights and obligations arising from the visitor contract (and thus also the right to visit) are transferred to a third party solely by the purchaser transfers (repersonalizing) the personalized ticket, which he has purchased either (A) via [www.stadthalle.com](http://www.stadthalle.com), or (B) at the box office of the Wiener Stadthalle, or (C) via [www.wien-ticket.at](http://www.wien-ticket.at), in accordance with the process authorized by the organizer in accordance with item 4., or (iii) the procedure set out in point 2.6 is followed. In the following cases, the Organiser's consent to the entry of a third party into the visitor contract in accordance with item 2.2 expressly not granted:

- 2.3.1 when selling the right to visit or tickets in the context of auctions not authorised by the organiser (in particular on the internet) or via internet marketplaces/ticket exchanges not authorised by the organiser themselves or by third parties;
  - 2.3.2 in the event of a commercial sale of the right to visit or tickets without the express prior written consent of the organiser;
  - 2.3.3 in the event of the sale (including free transfer) of the right to visit or tickets for the purposes of advertising, marketing, as a bonus, giveaway, prize or as part of an unauthorised hospitality or travel package;
  - 2.3.4 in the event of the sale (including the transfer free of charge) of the right of visit or of tickets without express reference to these Ticket GTC, in particular to the restrictions on the transfer of this item 2.
- 2.4 A transfer or resale of visitation rights or tickets in non-compliance with the provisions set out in items 2.3.1 until 2.3.4 is expressly prohibited. The same applies to the offering of visiting rights or tickets if the resale or transfer corresponding to the offer is contrary to the conditions specified in items 2.3.1 until 2.3.4 would be violated. In the event of a non-compliance with the prohibition pursuant to item 2.4 the organiser also reserves the right, without prejudice to its contractual freedom, to exclude the respective contractual partner from purchasing tickets in the future at its equitable discretion and, if necessary, to initiate further legal measures.
- 2.5 In the event of the resale or transfer of the right of visit or tickets in accordance with these GTC, the ticket purchaser is obliged, at the request of the organizer, to inform the organizer of the full name and address of the recipient of the right of visit or the ticket within two weeks. The buyer indemnifies the organizer against any damages incurred by him as a result of the fact that the buyer/visitor purchasing the tickets has not made these terms and conditions known to the other visitors for whom he has also purchased tickets.
- 2.6 If you are unable to attend the event and you are unable to make a sale or transfer via the secondary sales platform FANSALE or the transfer in accordance with item 4, please contact the service point of our ticketing partner to discuss an alternative sale or transfer: [customercare@oeticket.com](mailto:customercare@oeticket.com). Please note, however, that this may result in considerable processing times.

### **3. Sharing and repersonalizing tickets via [www.fansale.at](http://www.fansale.at)**

- 3.1 Owners of a ticket purchased through [www.oeticket.com](http://www.oeticket.com) will be given the opportunity to sell or transfer (repersonalise) tickets on a ticket exchange operated by our sales partner CTS Eventim Austria GmbH ([www.oeticket.com](http://www.oeticket.com)) ("CTS") [www.fansale.at](http://www.fansale.at) under the conditions listed below. No guarantee is given for a successful sale.

- 3.2 Repersonalization: By using the Repersonalization option, the original owner of the ticket offers the ticket and allows the organizer to re-offer the ticket for sale via the ticket exchange [www.fansale.at](http://www.fansale.at) in the name and for the account of the organizer. Only with resale via this ticket exchange will the offer of the original owner of the ticket to pass on the ticket be accepted by the organizer. For this, the original owner pays a fee of EUR 10 per ticket to CTS.
- 3.3 Sale: CTS offers the ticket that becomes available for sale on the ticket exchange in the name and on behalf of the organiser up to 24 hours before the start of a concert. The original owner of the ticket determines the price at which their ticket is to be sold. However, the purchase price is limited to a maximum of the original ticket price face value. If the ticket is sold, the original owner of the ticket will be informed immediately. The tickets originally purchased will be blocked so that they no longer entitle you to admission. A new ticket will be issued for the (new) owner. The purchase price achieved will be credited to the (original) owner of the ticket after sale via "Fansale". If and to the extent that the ticket that becomes available is not sold, the ticket of the original owner of the ticket will not be blocked and will still entitle you to admission.

#### **4. Passing on tickets purchased via the Stadthalle or wien-ticket.at**

- 4.1 Owners of a ticket purchased either (A) via [www.stadthalle.com](http://www.stadthalle.com), or (B) at the box office of the Wiener Stadthalle, or (C) via [www.wien-ticket.at](http://www.wien-ticket.at) will be given the opportunity to transfer (repersonalize) tickets under the conditions listed below.
- 4.2 In order to transfer (repersonalize) tickets purchased via [www.stadthalle.com](http://www.stadthalle.com), the owner must contact [kundenservice@wien-ticket-service.at](mailto:kundenservice@wien-ticket-service.at) with the e-mail address used to purchase the ticket and provide their name, surname and number of the ticket to be transferred (repersonalized), as well as the name and surname of the new owner.
- 4.3 In order to transfer (repersonalize) tickets purchased via the box office of the Wiener Stadthalle, the owner must contact [ticketservice@stadthalle.com](mailto:ticketservice@stadthalle.com) with the e-mail address used to purchase the ticket and provide their name, surname and number of the ticket to be transferred (repersonalized), as well as the name and surname of the new owner.
- 4.4 In order to transfer (repersonalize) tickets purchased via [www.wien-ticket.at](http://www.wien-ticket.at), the owner must contact [kundenservice@wien-ticket.at](mailto:kundenservice@wien-ticket.at) with the e-mail address used to purchase the ticket and provide their name, surname and number of the ticket to be transferred (repersonalized), as well as the name and surname of the new owner.

#### **5. Acquisition under someone else's name or through agents**

The purchase of tickets under someone else's name, in particular by operators of ticket platforms on the Internet, is prohibited. It is permissible to purchase several tickets for the transfer of visiting rights in the private (i.e. non-commercial) area for joint attendance to the event. By accepting these GTCs, you confirm that you are a consumer. All ticket purchases will be monitored, and if there is reasonable suspicion that tickets are being purchased from traders or so-called "ticket touters", "ticket scalpers", "ticket brokers" or unauthorized "secondary ticket agents", this constitutes a non-compliance of these GTCs and tickets may be cancelled at the sole discretion of the organiser.

#### **6. Contractual penalty and right of withdrawal**

- 6.1 For any culpable non-compliance with the prohibitions set out in items 2.4 and 5, the purchaser is obliged to pay a contractual penalty in the amount of EUR 2,500. Claims for damages by the organizer remain unaffected, whereby contractual penalties are offset against claims for damages based on the same facts.
- 6.2 In the event of a non-compliance with the prohibitions set out in items 2.4 and 5 above, the organiser is entitled to withdraw from the visitor contract and/or to block the tickets or the authorisation code and to refuse the ticket holder the right to attend the event. In these cases, there is no entitlement to a refund of the purchase price. The right of withdrawal pursuant to sentence 1 also applies to other visitor contracts that the purchaser has concluded with the organiser.