

Rules & Regulations

For accredited tour guides

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Schloß Schönbrunn



Introduction	Several of the tasks of the Schloss Schönbrunn Kultur- und Betriebsges.m.b.H consist in managing the organisation of the exhibition rooms, providing for visitors' safety, and protecting the fixed and moveable accoutrements from damage. The licensed tour guides are the partners of the palace supervisory staff in fulfilling these tasks with regard to the groups they are leading. The specific House Rules are designed to regulate this cooperation.
Basics	The tour guides bear responsibility for their groups for the duration of the stay within the exhibition rooms. In case of emergency you are responsible for the evacuation of your guests.
Regulatory authority	The palace staff is empowered to issue directives. The tour guides are obliged to comply with these directives.
Air conditioning	Opening windows and shutters may only be performed by the palace staff.
Reservations	The following options are available for reservations and/or registration: daily (MON-SUN) from 8 am to 5 pm, telephone 81113/239. Fax registrations: 81113/333; our e-mail address is: reservierung@schoenbrunn.at . You can also book dates via the Internet – for more information phone 81113/239.
Cancellations	Please take note of the cancellation regulations for voucher partners and tour guides, which you can find online at www.schoenbrunn.at in the B2B section. Dates that are not required must be cancelled as soon as possible so that these dates can be made available to other customers!
Ticket sales	Purchasing reserved tickets is possible any time on the day for which the reservation is booked; which means you can purchase the tickets and take a walk round the park before visiting the palace, or give your group some free time. Please note when purchasing the tickets that the reserved date refers to the time of admission. (Allow for the time it takes for purchasing tickets, handing in luggage at the cloakroom, picking up the group-guide system, and the way to the gate!)
Persons on the ticket	Please pay attention to the correct number of persons when buying tickets. Should the number of persons on the ticket not tally with the number of persons in your group, you must return to the ticket office and have the ticket corrected (purchase more tickets). A ticket validated at the turnstile can no longer be corrected.
Turnstile/Entry	The turnstile is linked up with the computer and electronically controlled. Admission is only possible as of the point in time printed on your ticket. We urgently request you have your groups wait in the waiting zone in front of the turnstile in the foyer and not

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block the turnstile, so as to allow groups arriving later but with an earlier access time to enter without any problem. The tolerance limit for entry of 5 minutes before and 10 minutes after the reserved time is not a RIGHT!

The exhibition rooms management reserves the right to override this regulation on particularly busy days.

Should there be any late arrivals, the exhibition rooms management will decide the next possible entry time.

Group Guide System

For all groups of 10 and more persons you are obliged to use either your own or our group guide systems. The devices are available here free of charge.

Information on issue:

You pick up the devices at the issuing point for group guides opposite the cloakroom in the main building of Schönbrunn Palace. You enter your registration number in a list. Your signature is confirmation that you are responsible for the devices. We give you a basket holding the prepared devices. The channel is preset and must not be changed. You distribute the devices complete with headset to your guests.

Information on returning the devices:

At the end of your guided tour (in the Hunting Room, respectively in the Hall of Ceremonies), we request you collect all the devices from your group and bring them back to the issuing point complete with the blue baskets that are ready to be picked up. We confirm the return of the devices in the list. Please take care before returning the devices that your guests wind the headset cable around their device. This saves us a great deal of work – thank you!

The group guide system is intended to be used exclusively in the exhibition rooms. It is NOT allowed to take it into the garden area.

Liability

We request you see that great care is taken handling the devices and check that the devices are returned by your guests. We of course do not make you liable for any missing or defective devices.

Legitimation

Each tour guide is obliged to wear the identification issued by the Company visibly on entering the palace. By accepting this identification the guide affirms he/she is informed of and will maintain the specific House Rules.

Guided tours/Group size

Groups must not exceed a maximum of 40 persons. Overstepping the barriers is prohibited.

Guided tour duration

Guided tours in more than two languages are prohibited. The tours must be organised to run smoothly and steadily. The maximum tour duration for the Imperial Tour and the Highlight Tour is 35 minutes, the maximum duration for the Grand Tour is 50 minutes. You are requested to advance from the Death Chamber straight into the Imperial Bedroom. For safety reasons the tour cannot be routed through the following rooms: West Terrace Cabinet, Stairs Cabinet, Balcony Room, 1st Rose Room, 2nd small Rose Room,

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Lantern Room, We urgently request you organise the tour in peak periods in such a way that no one is obstructed. Please take care that a narrow passageway always remains free in the rooms. Our children's tours are a special offer for our "little guests" – please show special consideration regarding these groups. Our supervisory staff have been instructed to support the steady and smooth through-flow of the tours.

Overtaking groups

You are permitted to overtake other groups. But to do this you must arrange this with the guide you wish to overtake. If the guide is not in agreement with this you have to accept the situation. Therefore we request you allow colleagues who are pressed for time to overtake your group. After you have overtaken the group, you must organise a smooth and even through-flow for your tour.

Behaviour in danger

In case of impending danger, leave the museum areas via the shortest hazard-free route. In most cases, this is the route that is conspicuously signposted (green emergency exit signs). It is imperative that you comply with the instructions of the supervisory staff!

Pager

Guides are given a pager for the entire duration of the palace visit, which they are obliged to wear. In case of an alarm, the pager will let off an acoustic alarm.

In this case guides must accompany their groups to the next available emergency exit and leave the palace as quickly as possible and head for the assembly points.

Issuing location for the pager: Blue Staircase.

Return of pager: shop exit.

Alarm announcement

In case of an emergency, an alarm announcement will be activated manually by the exhibition room management on the ground floor. The alarm announcement in words: "An emergency situation requires all visitors to leave the building as quickly as possible. Please leave using the nearest exit route pointed out to you by your tour guide or the palace staff."

Using the Cloakroom

The tour guides must ensure that umbrellas and pieces of luggage such as rucksacks are given in at the cloakroom.

Prohibition of photography and films

The tour guides must instruct their visitors that photographing and filming is prohibited.

Sanctions

Should the House Rules be infringed, the exhibition rooms management is empowered to place a ban on entering the exhibition rooms and all our locations for a specific period. In this case we inform all travel agents and the Chamber of Commerce.

Evacuation practice

The tour guides are obliged to take part once a year in the available evacuation practice sessions in the locations. Non-observance may mean a suspension of the right to lead tours.

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Conclusion

The tour guides are obliged to keep the House Rules and be responsible that the House Rules are also kept by the visitors they are guiding.

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