

General terms and conditions

The General Terms and Conditions govern the relations between Opernball Dresden GmbH and all guests of the Dresdner Opernball in the United Arab Emirates. The general terms and conditions apply to the Opera Ball in all premises of the Dresden Opera Ball in Dubai Opera on the day of the event.

Ticket orders

The ticket order is processed exclusively with the booking form provided for this purpose, which is offered for download on www.opernball-dresden.de. For private customers, the organizer needs the full name, address, e-mail and a telephone number; for corporate customers, the company name, name, address, e-mail and a telephone number in order to be able to guarantee correct processing. Should invoice and delivery conditions differ, this must be communicated to the organizer. Reservation requests will be accepted from December 1, 2021.

Availability

Reservation requests and orders for seat tickets can only be taken into account according to their availability. Orders will be accepted after receipt of time. If no tickets are available in the desired ticket category at the time of receipt of the order, a written notification and - on request - the inclusion on a waiting list will be made. In this case, the organizer reserves the right to contact the prospective ticket again for his ticket request in the event of quotas that have become vacant again. If you would like to sit at a certain table or in a certain box, you are welcome to inform the organizer of your request. The organizer makes every effort to take this into account, but gives no guarantee. The placement is generally carried out by the organizer.

Checkout

After ordering tickets, you will receive a written notification of receipt. This does not yet represent acceptance of your order. The invoice is sent by post or e-mail and is also valid without a signature. Upon receipt of the invoice, the purchase contract is concluded based on the general terms and conditions. The payment periods indicated on the ticket invoices are binding. If no payment is made after the reminder and expiry of the deadlines set in the reminder, the organizer reserves the right to withdraw from the purchase contract and to place the tickets again in the sales process. Paid tickets will be sent by post at the earliest 4 weeks before the event or can be picked up at the office, Schützenplatz 14, 01067 Dresden. For ticket debits, there is no replacement.

Payment

Payments on the ticket price must be made to the account of Opernball Dresden GmbH: Ostsächsische Sparkasse Dresden, IBAN DE79 8505 0300 0221 0728 37, BIC OSDDDE81XXX. Please Always enter the invoice number so that the tickets can be assigned.

Return of tickets

In the case of cancellation requests for reserved tickets, the organizer reserves the right in individual cases to accept them and the resulting damage or efforts within the scope of a cancellation fee. In principle, there is no entitlement to a cancellation of ordered tickets.

General regulations

Changes to the cast and program, the cancellation of an announced artist or changed program times do not give rise to any entitlement to a refund of the ticket price. In the event that the event cannot be carried out due to legal or official requirements or the event is only possible with such restrictions due to legal or official requirements that make an economic and appropriate implementation impossible according to the high demands of the ball guests, the obligations are not applicable to both parties. Official requirements and hygiene measures, such as the obligation to wear mouth and nose covers or the obligation to provide test and / or vaccination certificates, do not justify a claim for reimbursement of the ticket price or withdrawal from the purchase contract. If the event is canceled due to force majeure, the guest is entitled to a refund of the ticket price.

Should the guest not be able to take part in the event through his own fault or, for example, due to a delay or cancellation of the train / flight, etc., he is not entitled to a refund of the ticket price.

With the ticket reservation, the customer allows his data to be saved in the ticket system. In the run-up to ticket sales, Opernball Dresden GmbH sends out newsletters to the stored customer database irregularly by post or e-mail in order to provide information on current developments and projects at Dresdner Opernball GmbH. In principle, access to the Opera Ball can only be granted with an admission ticket or access authorization.

Image, video and sound recordings during the performances of all artists are only permitted for private use and not for commercial use for reasons of copyright (ancillary copyright). Infringements trigger liability for damages. Food and drinks may not be taken into the premises of the Opera Ball. Smoking is only permitted in the rooms provided for this purpose.

Wardrobe

If the cloakroom is used during the event, the guest will be given a cloakroom token by the cloakroom staff. The cloakroom will be returned to the visitor on presentation of the cloakroom ticket without checking the authorization. If the cloakroom ticket is lost or damaged, the cloakroom staff must be informed immediately. By handing over the cloakroom ticket, the organizer assumes no liability, except for grossly negligent or willful breach of the storage obligation by the cloakroom staff. Liability is limited to the current value of the cloakroom item. Cash and other items in the clothing such as cell phones, jewelry, keys, etc. are excluded from liability. You hand over such items at your own risk.

Domiciliary right

Guests can be refused entry if they violate the dress code (men: tuxedo, women: long evening dress). If there is reason to believe that visitors are disturbing the event or annoying other visitors, they can be refused entry to the premises of the Opera Ball. Visitors can be expelled from the event if they disturb it, annoy other visitors or if they have taken a seat for which they cannot show a valid ticket. Access can also be refused to visitors who have violated the instructions of the staff or these terms and conditions. This does not give rise to a claim for reimbursement of the ticket price or reimbursement of expenses.

Liability

The organizer and their representatives and vicarious agents are only liable for damage of any kind that a visitor suffers in the premises of the opera ball in the event of willful intent or gross negligence. This limitation of liability does not apply to claims arising from injury to life, limb or health.

Data protection

The organizer collects, stores, changes and transmits the participant's personal data exclusively in compliance with the Federal Data Protection Act. The guest is hereby informed that the organizer will use the data to transmit information about the current and upcoming opera balls and related events. The guest can object to this use at any time with effect for the future. The objection does not need to contain any justification and is to be sent informally to the organizer using the above-mentioned communication channels.

Applicable law / Place of fulfillment / Jurisdiction

German law applies to contracts and legal relationships that are subject to these terms and conditions. The place of performance and jurisdiction for all contracts and legal relationships that are subject to these terms and conditions is Dresden for both parties.

Come into effect

The terms and conditions come into effect on December 1st, 2021.