

TICKETING

General Terms and Conditions for Eurovision Song Contest 2026

1. Applicability

- 1.1 These general terms and conditions (“GTC”) govern the relationship between the Host Broadcaster of the Eurovision Song Contest 2026 in Vienna, the Austrian Broadcasting Corporation (ORF), as the organizer of some events and shows of the Eurovision Song Contest 2026 (“ESC 2026”) and the holder of a ticket (“Ticket Holder”) for an event organised by ORF in connection with the ESC 2026 event (“Event”).
- 1.2 The Ticket Holder accepts the GTC in the moment of the purchase of the ticket or upon receipt of the ticket. The GTC also apply to Ticket Holders who have obtained their tickets by invitation (“Allocated Tickets”) from ORF or the European Broadcasting Union (“EBU”).
- 1.3 The sale of the tickets for the Event is organized by Eventim and its partner companies (“Ticket Provider”). The Ticket Holder accepts the General Terms and Conditions of the Ticket Provider (<https://www.oeticket.com>) in the moment of the purchase of the ticket or upon receipt of the ticket.
- 1.4 Tickets may only be purchased for private use. The purchase for any other purpose is prohibited, in particular the purchase for commercial resale or other commercial activities. ORF reserves the right to set a maximum number of tickets that may be purchased per person and the right to invalidate tickets not purchased through the Ticket Provider.
- 1.5 If tickets are obtained for third persons within the scope of the permitted private use (e.g. for family members, friends), the Ticket Holder shall (i) inform such third persons of the GTC and make the GTC accessible to such third persons prior to the handover of the tickets (regardless of how such handover takes place) and (ii) handover the tickets only if such third persons have accepted the GTC.
- 1.6 For the purpose of the GTC, the location where the Event is held is understood as the actual location of the Event as well as any and all surrounding premises, areas, fields, etc. that are part of the complex within which the event takes place (“Venue”).

2. Tickets

- 2.1 The ticket entitles the Ticket Holder to attend the Event specified on the ticket. ORF is entitled to issue different ticket categories for each Event (e.g. different seating categories, different access times, access to different areas etc.). The Ticket Holder is only entitled to attend the Event in the category specified on the ticket. ORF reserves the right to make changes to the ticket categories (e.g. reseating). The Ticket Holder shall not be entitled

to any compensation for such changes.

- 2.2 The Ticket Holder acknowledges that certain seating categories may have restricted view due to stage equipment and installations.
- 2.3 The tickets are single-entry tickets (re-entry is not permitted).
- 2.4 If a “Hospitality Package” is included in a particular category of tickets, ORF shall make reasonable efforts to ensure that the Hospitality Package is provided in accordance with the details set out in the description of the Hospitality Package. ORF reserves the right to make any changes to the Hospitality Package which, in ORF`s reasonable opinion, do not materially affect the quality of the Hospitality Package.
- 2.5 The tickets are issued electronically only (“mobile tickets”) and are personalized to individuals (natural persons). Subject to the sale through the Ticket Provider’s official resale platform (section 2.8), it is not possible to transfer a ticket to another individual (i.e. it is not possible to change the name shown on the ticket).
- 2.6 The risk of loss, theft, damage or misuse of the ticket, shall pass to the Ticket Holder from the moment the ticket is made available to the Ticket Holder. Lost tickets (regardless of how they are lost) will not be replaced or refunded.
- 2.7 Tickets are non-refundable, except for the cases mentioned in section 8.3.
- 2.8 Tickets may only be resold through the official resale platform of the Ticket Provider at the original ticket price (i.e. the price shown on the ticket). The Ticket Provider may charge a fee for the resale of tickets. Any other resale is prohibited. Allocated Tickets are not eligible for resale.

3. Access to the Event/Venue and Right to Deny Access

- 3.1 At the entrance to the Event/Venue, the Ticket Holder shall present the ticket. Only the individual named on the ticket is granted access to the Event/Venue. ORF may require proof of identity by means of an official document (passport, identity card or driver’s license). ORF may assume that the Ticket Holder corresponds to the individual named on the ticket and shall not be obliged to verify the identity of the Ticket Holder.
- 3.2 Once the ticket has been scanned at the entrance to the Event, the ticket shall be invalidated. This applies regardless of whether the individual who has entered the Event corresponds to the individual named on the ticket.

3.3 Upon entry to the Event/Venue, each Ticket Holder will be subject to a security check. Clothing and items carried may be searched. Similar security checks may be carried out throughout the Event.

3.4 Items which may pose a risk to the safe, peaceful or orderly conduct of the Event may not be brought to the Event/Venue. This applies in particular to the following items whereas additional modifications can be implemented due to any official regulation issued by an Austrian authority:

- Illegal items under Austrian Law
- (Controlled) drugs (except prescribed medicine)
- Explosives, fireworks, flares
- Firearms and replicas
- Offensive weapons (e.g. knives, martial arts weapons)
- Flammable substances (except lighters, matches, toiletries)
- Hazardous substances (e.g. chemicals, irritants)
- Bags (please note the venue does not have left luggage facilities on site and cannot assist in storage of these bags)
- Large items that do not fit under a seat
- Chairs, folding chairs, baby carriers
- Food and drinks
- Bottles or containers
- Animals
- Ambush marketing items
- Items for sale or distribution (e.g. flyers, pamphlets)
- Flags which are forbidden according to Austrian Laws
- Large flags (not exceed 1.0×0.7 meters), flag with hard poles, flag sticks, signs, banners, and symbols that violate the organizer's guidelines
- Noisemakers (e.g. vuvuzelas, horns)
- Laser pointers, strobe lights
- Liquids, aerosols, creams, gels over 100ml
- Projectiles (e.g. helium balloons, frisbees)
- Professional photographic equipment
- Protest materials
- Transmitting devices (e.g. walkie talkies)
- Remote controlled items (e.g. drones)
- Selfie sticks
- Umbrellas
- Face coverings (except for medical reasons)
- Chains, spiked/studded clothing
- Packages and parcels
- Items with inappropriate or offensive content (including clothing)

ORF reserves the right to determine, at its sole discretion, whether an item may be brought to the Event/Venue. Prohibited items at the Event/Venue may be confiscated. Individuals carrying prohibited items or items that

could pose a risk to the safe, peaceful or orderly conduct of the Event may be denied entry to the Event/Venue.

- 3.5 Upon entering the Event/Venue, the Ticket Holder accepts the house rules of the Event/Venue.
- 3.6 ORF reserves the right to invalidate tickets, to deny the Ticket Holder access to the Event/Venue or to remove the Ticket Holder from the Event/Venue for any reasons. If ORF is of the opinion that such measures are reasonably required to maintain safety, peace or order at the Event/Venue, as well as in case of a violation of the GTC, the house rules of the Event/Venue or the General Terms and Conditions of the Ticket Provider, the Ticket Holder shall not be entitled to any compensation.

4. Prohibited Commercial and Political Activities

All commercial and political activities at the Event/Venue are prohibited, including distributing (promotional) material or offering goods or services. Additionally, monetizing presence at the Event/Venue (e.g. through instant revenue streaming features on social media platforms) is prohibited.

5. General Obligations of the Ticket Holder during the Event

- 5.1 The Ticket Holder acknowledges that the ESC 2026 (including the Event) is a joyful and non-political event dedicated to the celebration of music and culture. The Ticket Holder shall respect this mission by refraining from any political promotion or related conduct, including actions, statements, or symbols, during or in connection with the Event.
- 5.2 The Ticket Holder shall at all times comply with the verbal or written instructions of ORF, the operators of the Venue, the security staff, and other authorized individuals.
- 5.3 The Ticket Holder shall be in possession of a valid ticket during the Event and for as long as the Ticket Holder is present at the Event/Venue. ORF may check tickets at any time during the Event.
- 5.4 Professional recording of the Event in any form whatsoever or recording of the Event for commercial reasons in any form whatsoever, including professional photography, filming and the creation of (other) audio or video recordings, is prohibited, as is the reproduction of or copying of the programme (booklet), posters and other printed matter. Any such recordings or material shall be seized and be destroyed without

compensation. Any infringement of this section 5.4 may be prosecuted under criminal law.

5.5 Regulations concerning the minimum age to attend events:

- a) No access is allowed for children under 3 years because of the lighting effects, the volume of the event and the additional show effects which are not suitable for this age group.
- b) Children under 12 years may only attend the afternoon shows with a starting time until 17:00 CET when accompanied by an adult and only while seated. For children under 12 years of age their own hearing protection is mandatory and to be provided by their parents or guardians. The use of earmuffs is recommended.
- c) Young people up to 14 years may attend all, when accompanied by a supervising adult and seated.
- d) Young people between 14 and 16 years of age may attend the afternoon shows, the jury shows, and the semi-finals (all shows with exception of the Grand Final) in the seated area unaccompanied. The standing visitor`s area and the final show may only be accessed when accompanied by a supervising adult.
- e) For young people aged 16 and older no access restrictions are in place.

6. General information

- 6.1 The Ticket Holder acknowledges that smoking (including the use of e-cigarettes, vapes and other smoke producing devices) at the Event/Venue is only permitted in designated smoking areas.

7. Consent to be Recorded

By attending the Event, the Ticket Holder expressly consents

1. to be filmed, recorded, or photographed during the attendance of the Event/Venue, whether incidentally or as part of the show production;
2. that the Ticket Holder`s voice, image, and likeness may appear in audiovisual works, photographs, or recordings produced in connection with the Event;
3. that such audiovisual works or recordings may be broadcast, streamed, or otherwise distributed across various media platforms, including but not limited to television, online streaming, and social

media, in perpetuity and without compensation;

4. that the foregoing rights (1. up to and including 3.) are transferable to any third party.

8. Postponement, Modification or Cancellation of the Event

- 8.1 ORF reserves the right, at its sole discretion, to postpone (e.g. change of time/date), modify (e.g. change of the Venue, change of the program, change of the line-up, early termination of the Event already in progress) or cancel the Event in whole or partially. ORF shall publicly announce postponements, significant modifications or cancellations. Such announcements may be made at short notice and ORF shall not be obliged to inform the Ticket Holder individually of postponements, modification or cancellations. It is the Ticket Holder's responsibility to check whether the Event has been postponed, modified or cancelled.
- 8.2 In case of postponements or modifications, the ticket remains valid for the postponed or modified Event. The Ticket Holder shall not be entitled to return the ticket and shall not be entitled to any compensation for such postponements or modifications. This also applies in case of multiple postponements or modifications.
- 8.3 In case of a cancellation of the complete Event, the Ticket Holder shall be entitled to a refund in the amount of the ticket price (i.e. the price shown on the ticket) less a handling fee (if a handling fee is applicable, please state it here). The refund shall be processed by the Ticket Provider and the Ticket Provider's General Terms and Conditions shall apply (in particular with regard to the refund process). Service, payment and shipping fees paid by the Ticket Holder, as well as any other handling fees and insurance premiums and the like, are not eligible for a refund. Allocated Tickets are not eligible for a refund. The Ticket Holder shall not be entitled to any further compensation in case of a cancellation of the Event.

9. Exclusion of Liability

- 9.1 Attendance at the Event or presence at the Venue is at the Ticket Holder's own risk. The Ticket Holder acknowledges that high noise levels, strobe/flash lights, fireworks and any other form of event and stage technology may be used during the Event or at the Venue.
- 9.2 Unless stipulated otherwise in the GTC, ORF shall only be liable for any loss or damage caused by gross negligence or wrongful intent. Any other liability (including liability for slight negligence,) and the liability for auxiliary person is excluded.
- 9.3 ORF shall not be liable for information about the Event published by third parties (including information published by the Ticket Provider).

10. Personal Data

ORF, the Ticket Provider and EBU process personal data of the Ticket Holder in accordance with their privacy statements (ORF: <https://orf.at/stories/datenschutz>, Ticket Provider: <https://www.oeticket.com/help/data-protection/> and EBU: www.eurovision.com) and the applicable data protection regulations.

11. Severability Clause

If at any time any provision of the GTC or any part thereof is or becomes invalid or unenforceable, then neither the validity nor the enforceability of the remaining provisions or the remaining part of the provision shall in any way be affected or impaired thereby. The parties agree to replace the invalid or unenforceable provision or part thereof by a valid or enforceable provision which shall best reflect the parties' original intention and shall to the extent possible achieve the same economic result. The same procedure shall be followed if a gap becomes apparent.

12. Amendments to the GTC

ORF may amend the GTC at any time and shall notify the initial ticket holder (e.g. the person who initially obtained the ticket; "Initial Ticket Holder") of such amendments in an appropriate manner. If tickets have been obtained for third persons within the scope of the permitted private use (e.g. for family members, friends), the Initial Ticket Holder shall notify such third persons of the amended GTC without delay. Amendments to the GTC shall be deemed accepted unless the Ticket Holder notifies ORF by e-mail (esc-2026@orf.at) or by mail that the Ticket Holder does not accept the amended GTC within 7 calendar days of ORF's notification of the amended GTC to the Initial Ticket Holder. If the Ticket Holder does not accept the amended GTC, ORF shall decide whether (i) the unamended GTC shall continue to apply to the Ticket Holder or (ii) the Ticket Holder's ticket shall be invalidated and that the ticket price (i.e. the price shown on the ticket) shall be refunded to the Ticket Holder.

13. Governing Law and Jurisdiction

13.1 The GTC, the relationship between ORF and the Ticket Holder and the Event shall be governed by and construed under the substantive laws of Austria, to the exclusion of the conflict of laws rules and the UN Convention on Contracts for the International Sale of Goods (CISG).

13.2 All disputes arising out of or in connection with the GTC, the relationship between ORF and the Ticket Holder or the Event shall be resolved exclusively by the competent courts of the city of Vienna, Austria.