RULES OF PROCEDURE FOR THE 2026/2027 SEASON
"Ice Dream at the Christmas Market 2026" and "Viennese Ice Dream 2027"

Wiener Eistraum

By purchasing an entrance ticket, the buyer accepts the following rules:
The Internal Site Regulations posted at the entrances apply.

Opening hours: From 13 November 2026 up to and including 6 January 2027, daily from 10.00 a.m. to 10.00 p.m.
Exceptions: 24 December 2026, from 10.00 a.m. to 6.30 p.m.; 31 December 2026 – closed.
From 22 January 2027 up to and including 7 March 2027, daily from 10.00 a.m. to 10.00 p.m.
On 22 January 2027, areas of the ice rink will be temporarily closed for the "Viennese Ice Dream 2027" opening ceremony.

The use of all facilities, especially all ice rinks, shall always be **at the user's own risk** and with awareness of the particular **dangers involved in ice skating**. Parents and guardians are responsible for their children.
For your safety, we recommend that you always wear thick gloves and suitable head protection (helmet). Caution is also required when walking on the wooden surfaces with or without ice skates. Depending on the weather, ice shavings may accumulate, especially in the areas leading to and from the ice rinks. It should be noted that the ice rinks can slope by up to 3 degrees. Please adjust your skating speed to these conditions.
Despite the fact that we carefully maintain the ice rinks, the occurrence of cracks, uneven areas and "slush" caused by the weather cannot be completely ruled out. No liability can be accepted for falls caused by these conditions.

- The following are eligible for discounted tickets (upon presentation of a valid form of ID):
  "Children" born in or after 2012, "Seniors" born in or before 1967
- The following applies to the use of the lockers:
  Lockers that lock with a key will be available until 6 January 2027. As of 22 January 2027, lockers with digital purchase and operation options will be available. The prices displayed and the "Terms of Use" in force at the time shall apply.
- The ice is resurfaced as necessary (part of the ice rink is closed off)
- If the venue is too full, access to the event and/or the ice rinks will be closed off temporarily.
- Please make sure that the quality of the ice meets your expectations before buying a ticket or using it for the first time. The condition of the ice cannot be guaranteed (i.e. there may be puddles, wear, "slush", etc.) and is not a reason for a discount. Used tickets cannot be refunded at the ticket counter.
- In the event of thunderstorms, high winds or heavy snowfall, operation will be partially or completely suspended; in this case, the entrance fee cannot be refunded. Pay attention to loudspeaker announcements and barriers.
- The operator shall assume no liability in the event of incorrect use of hired ice skates, skating aids or helmets, etc. Check the equipment for possible defects before use.
- In the event of free admission granted by the operator, ice skating shall also be subject to these rules. A free ticket granted in the event of a system failure (at the ticket counters and with the entry system) shall expire after the failure has been rectified.
- The entire premises are under video surveillance for your safety. (For information about the GDPR, see www.wienereistraum.com.)
- The place of jurisdiction is Vienna.

Entrance tickets entitle the holder to access the ice rinks and toilets. Tickets are valid only for the chosen day (online store) or on the day of purchase (on-site purchase) and for 4 hours from initial entry. During these 4 hours, you can leave and re-enter the ice rinks as often as you like. Ticket validity is checked by the QR code reader at the turnstile. You can print out the QR code on paper (for purchases via the online store) ("print@home") or save it directly on your smartphone and then scan it. Tickets that have already been used to access the site for the first time cannot be refunded. Tickets that have not yet been used can only be cancelled on-site at the ticket office. Discounts, e.g. 10% off in the online store, are calculated using commercialrounding to the nearest 5 cents.

Hire tickets entitle the holder to hire skates, helmets or a key to a locker (until 6 January 2027). With the exception of the skate sharpening ticket (5/8" polishing only), hire tickets are only valid for hiring equipment on the chosen day for which they were purchased. The hiring of ice skates, helmets, double-bladed ice skates or keys requires a deposit of €50 or voluntary hand-over of a valid form of photo ID instead of the deposit. We assume no liability for the storage of the ID. Please check your ID after it is returned to you. IDs that have not been collected within 3 days will be turned in to the responsible lost property office. Unused tickets for equipment hire can only be cancelled at the ticket office. If hired equipment is lost, the cost of the equipment must be reimbursed in full (ice skates: €50 / helmets: €40 / double-bladed ice skates: €25 / keys: €20, each including 20% VAT).

The following are prohibited:

- Reckless skating, "speed" skating, forming of chains, "freestyle skating" performances, etc.
- Jumping over or sitting on barriers
- Walking on the ice rink without ice skates or the use of skating aids (exception: "children's area" and "curling lanes" at your own risk!)
- Bringing animals and objects of any kind onto the ice (cups, bottles, glasses, camera tripods, selfie sticks, canes, pushchairs, handbags, sledges, large backpacks, waveboards, personal skating aids, etc.)
- For safety reasons, wheelchairs may only be used on level ice surfaces. ("children's" or "practice area", daily from 10.00 a.m. to 10.00 p.m., and in the "curling lanes" area from 22 January 2027, Monday to Friday from 10.00 a.m. to 4.00 p.m., Saturdays and Sundays from 10.00 a.m. to 10.00 p.m.
- Smoking, drinking or eating on the ice
- Carrying children on the ice (e.g. on your shoulders or in baby slings)
- Dropping litter (this endangers the safety of other skaters!)
- Skating against the given direction or backwards
- Reselling admission tickets (this will be reported to the authorities)
- The distribution of advertising material and advertising in any form across the entire venue

Please understand that persons who violate these rules will be asked to leave the premises. Admission tickets will no longer be valid in this case. The purchase price will not be refunded.

Vienna, November 2026, stadt wien marketing gmbh, **www.wienereistraum.com**