

§ 1. Applicability

1. These terms and conditions regulate the legal relationships between you as a customer and CHAMÄLEON Theatre GmbH (hereinafter referred to as Theatre). They are part of the contract concluded by the acquisition of tickets and the redemption of vouchers. Other terms do not apply.
2. These Terms and Conditions can be viewed, saved, and printed via our website www.chamaeleonberlin.com/de/agb.

§ 2. Programs, Start Times

1. The current program with the start times can be found in the official publications of the Theatre.
2. The rights to changes to the program and cast remain reserved.

§ 3. Prices of Admission

1. The Theatre shall publish the respective valid prices of admission at the box office and the website.
2. Reductions are granted to authorised groups of persons on presentation of corresponding proof at the box office of the Theatre. Reduced tickets are only valid in connection with this proof. If the proof can't be provided, admission will be granted after the payment of the difference to the full price of admission.
3. All indicated prices include the legal VAT and are subject to any shipping costs, as well as other charges, for example for the collection, processing, or for certain types of payment.

§ 4. Discounts

1. We grant persons with a disability, pensioners, students, unemployed persons, trainees, civilian or military service members, and federal volunteer service members until the age of 30 reductions on the normal ticket price. Children up to 12 years of age pay 50% of the normal ticket price. Only one reduced ticket will be sold per person and credential per event. No reductions will be granted for events at 6 p.m. on Saturday and on holidays, as well as for premieres, special and external events, New Year's Eve events.
2. We offer groups (from 15 people) and/or student groups accompanied by a supervising teacher reduced tickets – subject to availability. Our special terms and conditions apply for group bookings from 15 persons and special events - Groups.
3. The proof of right to the reduction must be presented for each reduced ticket at the time of pick-up. Admission to events with reduced tickets will only be granted in connection with valid proof. A combination of several reductions is not possible. The reductions do not apply to any possible fees.
4. Reductions can be changed or cancelled by us at any time.

§ 5. Purchase of Tickets Online

1. You have the option of purchasing tickets for events via our website www.chamaeleonberlin.com. When you click the button „Buy Now“ after selecting the event and the desired number of tickets, a contract of sale between you and us goes into effect (Offer and Acceptance, § 145ff BGB).

2. After the purchase, you receive an order confirmation from us and, depending on the selected type of ticket issuance, the tickets in a separate e-mail, by mail to the specified address, or a message where and when the tickets will be available for pick-up by you.
3. Insofar as the theatre offers services in the field of leisure events (tickets for events), § 312g paragraph 2 number 9 BGB applies, whereby the right of revocation is excluded.

§ 6. Telephone and written requests and reservations

1. Telephone and written (by letter, fax, or e-mail) requests only constitute a request for us to make you a concrete offer (invitatio ad offerendum). Depending on the availability of your ticket request and time of the request, we will send you a temporary offer (§ 148 BGB) with the possible payment options. If you accept the offer in the time specified, a contract between you and us comes into effect. Depending on the time of the request, we can make a particular type of payment and time of payment a prerequisite for the contract. Invoices without a specific time of payment are to be paid within 7 days of receipt of the invoice.
2. Telephone or written (non-binding) reservation requests are answered by us, depending on the availability.

§ 7. Ticket Sales at the Theatre

1. You have the responsibility to check the accuracy of the tickets and the change amount immediately after purchase at the box office.
2. The commercial resale of tickets to the Theatre is prohibited. Contract partners of the Theatre are excluded.
3. On request, tickets that have been paid can be sent by mail. You carry the costs and risk of shipping.
4. Access to an event will only be granted with a valid ticket. No replacement or refund will be made if a ticket is lost.
5. There is no right to admission after the start of the event. If you are not granted admission due to late arrival, you do not have a claim to a refund of the ticket price.

§ 8. Return of Tickets

1. The return of sold tickets for a refund of the purchasing price is generally precluded. The Theatre decides about the return of tickets on a case-by-case basis.
2. If an event cannot take place on the day scheduled through no fault of the Theatre (e.g. force majeure, absence of an artist due to illness), then the ticket purchased for this event retains validity for an alternative date.
3. The ticket price will only be refunded if an alternative date does not take place or if the event is cancelled in general, and if the purchased tickets are returned within 14 days. The shipping costs will not be reimbursed.
4. You do not have any further claims.

§ 9. Vouchers

1. We sell and accept different vouchers for our Theatre. The vouchers can only be redeemed for the services to which they specifically authorise. Vouchers which you have purchased from us can be used for our theatre and gastronomic services. A payout of the voucher amount is generally not possible. The residual value of a voucher will be refunded to you in the form of a new voucher for the remainder of the amount, except in the case of a promotional voucher, which was not purchased from us but from one of our partners. In this case, any residual amount not used expires.
2. A voucher does not entitle you to admission to a particular event. The Theatre redeems the vouchers exclusively based on the availability for an event.
3. The vouchers are valid for 3 years from the date of issue, unless the voucher contains another period of validity.
4. Purchased vouchers can be sent by mail on request. You carry the costs and risk of shipping.

§ 10. Checkroom

1. Wardrobe or items which would be a disturbance during the event, such as bags larger than a DIN4 piece of paper, must be dispensed at the cloakroom for storage for a fee before the beginning of the event.
2. The return of the stored items can only be made against production of a cloakroom ticket.
3. Swapped, damaged, or lost cloakroom items as well as the loss of the cloakroom ticket must be reported to the Theatre on the day of the event. In this case we will make a declaration of damage. This document will serve you and us as evidence of the loss and for further processing.

§ 11. Image and Audio Recordings

Image and/or audio recordings by you of any kind are strictly prohibited, especially during the event.

§ 12. Liability

1. The Theatre is not liable for expenses incurred by you due to necessary cancellation or postponement of the event. You are in this respect responsible for informing yourself as to whether the event is actually taking place at the intended time.
2. Unlimited liability: We assume full liability for wilful intent and gross negligence, as well as according to the Product Liability Act. In cases of slight negligence, we assume liability for damage resulting from violation of life, body, and healthy of persons.
3. Further limited liability applies: In cases of slight negligence, we assume liability only in the case of violation of a substantial contractual obligation, whose fulfilment would allow for the proper implementation of the contract in the first place and on the compliance of which you can regularly trust (cardinal

obligation). The liability for slight negligence shall be limited to foreseeable damages at the time of conclusion of the contract, which are typically to be expected within the scope of the agreement. This limitation of liability applies in favour of our vicarious agents.

4. All claims against the Theatre generally come under the statute of limitations of a year from the legal start of the contract. Claims for compensation of the customer from the injury of life, body, or health, and/or claims for damages based on an intentional or roughly negligent duty injury of the Theatre are excluded from this. The legal statutes of limitation apply.

§ 13. Changes to the Conditions

1. We reserve the right to modify and adapt these Terms and Conditions with effect in the future.
2. You will be notified about changes or additions to the General Terms and Conditions by e-mail at the latest two weeks before their going into effect, without the changed or added conditions being sent in detail or the new version of the Terms and Conditions being sent as a whole; the information about the changes or additions will suffice. With the announcement, we will send a link at which the new version of the Terms and Conditions can be viewed as a whole.
3. If you do not object to the changes or additions of paragraph 1 within 14 days of the date of notification of the change or addition, this stands as agreement to the change or supplement; we will indicate this separately in the announcement.

§ 14. Final Provisions

1. If these terms and conditions contain ineffective regulations, the effectiveness of the remaining provisions will remain unaffected. The parties are obliged to replace the ineffective provision by an effective provision that comes closest to the economic interests of both parties. This also applies if a lacuna results following the execution of the terms and conditions which must be amended.
2. German law shall be exclusively applicable to these terms and conditions and contracts between the customer and the Theatre.
3. The exclusive competent court of jurisdiction for all disputes arising out of or in connection with these terms and conditions is Berlin wherever permissible, assuming the you are an agent, legal person of public law, or a special fund under public law.