

House rules



1. The property is a historical site. It is forbidden to climb on walls, parapets or railings. It is also forbidden to leave the public paths. Parents are liable for their children.
2. There is a general driving ban for the entire site. No vehicles may be parked in the castle. Exceptions may only be granted by the castle administration.
3. The facility will be cordoned off in the evening. It can only be entered during the posted opening hours and with valid admission tickets. Unauthorised entry to the facility constitutes trespassing.
4. Any other presence in the castle grounds outside the opening hours (work, all events, etc.) must be reported to the castle administration in good time and his authorisation obtained.
5. The transferee shall bear full responsibility for keys to the central locking system accepted against signature. These keys may not be passed on to third parties under any circumstances and must be returned to the issuer immediately after the end of the activity in the castle. If a key is lost, the affected part of the locking system will be replaced at the borrower's expense.
6. Any damage to castle property must be reported to the castle administration. Any theft or vandalism will be reported to the police.
7. Special attention must be paid to the increased risk of fire on the grounds! The burning of fires and the handling of open flames is prohibited by the fire police throughout the castle grounds. The carrying and use of fireworks, Bengal fires and incendiary devices is prohibited. Smoking is generally prohibited in all indoor areas. Smoking is permitted in the outdoor area; the ashtrays provided for this purpose must be used.
8. Taking off or flying over the property with drones is expressly prohibited.
9. Any recording and reproduction of photos in the area that goes beyond private use is prohibited. For commercial photography or filming, please contact the castle administration. In addition, Photographs and/or videos, from which it may be possible for you to be identified, may be taken on this property and used on the website of Salzburger Burgen & Schlösser, in social media channels, in print media for public relations, and to present the activities of Salzburger Burgen & Schlösser. These recordings may also be offered in the image database of Salzburger Burgen & Schlösser for an unlimited period of time. If you do not consent to this, we would ask you to please inform the photographer.
10. The area and parts of the interior are under video surveillance. The recordings are used exclusively for the preventive protection of persons and objects.
11. No refund of the entrance fee will be granted if parts of the facility are not accessible due to events, construction work, safety reasons or other reasons.
12. Animals are not permitted in the exhibition rooms. Dogs must wear a muzzle and be kept on a lead in lifts. Exhibits and wall panelling may not be touched, damaged or impaired in any other way. The premises must be kept clean. Eating and drinking is not permitted in the showrooms (sealable containers such as water bottles may be taken in). In the event of damage or soiling, the repair or cleaning costs must be paid. Deliberate damage or soiling will also be reported to the police. Out of consideration for other visitors, we ask you not to use the telephone in the showrooms and to refrain from speaking loudly.
13. 13. Our castles are in an exposed location, which is why appropriate footwear must be worn. You may only walk on cleared and/or gritted paths. During this time, please pay particular attention to the impact of ice and snow on footpaths.
14. 14. Do not throw any objects from the observation towers and viewpoints. Falling objects can endanger lives. Dispose of your rubbish in the bins provided.
15. Areas that have been cordoned off may not be entered.
16. The buildings managed by Salzburger Burgen und Schlösser Betriebsführung are historic, listed buildings that do not comply with current building standards in some areas. Such deviations from today's building standards can occur, for example, in stair railings, steps, handrails and floor coverings as well as in the height of passages, balustrades, windows and wallpaper. During your visit, therefore, always pay attention to the local conditions and any warning notices. Salzburger Burgen und Schlösser Betriebsführung cannot be held liable for any deviations from current building standards.
17. In the event of an audible alarm, contact the supervisory staff. Remain calm and follow the instructions of the supervisory staff. The use of lifts is prohibited in such a case. Emergency exits are only to be used in emergencies and exits, staircases, passageways and escape routes must be kept clear at all times for safety reasons. In the event of a medical emergency, please contact the supervisory staff.
18. The instructions of the castle administration and the supervisory staff must be followed. Failure to do so may result in a ban from the premises and/or a police report.
19. Slide
 - 19.1 The attractions offered require caution and consideration for other users.
 - 19.2 Use of the slide facility is only possible with a valid admission ticket.
 - 19.3 Attractions and facilities (e.g. slides, play equipment, etc.) may only be used during the official opening hours. Information boards and instructions from staff must be observed and followed without exception.
 - 19.4 Use of the slides and play equipment is at your own risk. Use under the influence of alcohol is prohibited
 - 19.5 The rules and instructions on the information boards at the start of the slide or on the play equipment must be observed and followed without exception when using them.
 - 19.6 The slides may only be used after clearance with an adequate safety distance.
 - 19.7 The operator is not responsible for damage to clothing that may be caused by sliding.
 - 19.8 The supervisors / the organiser are entitled to refuse access to the slide complex to persons who may pose a safety risk (e.g. due to excessive alcohol consumption or carrying prohibited or dangerous objects), despite having a valid admission ticket.
 - 19.9 In the event of violations of the house rules, the organiser, supervisors or police officers are entitled to expel the violators from the event venue.
 - 19.10 All persons entering the waiting area of the slide facility must behave in such a way that other persons are not harmed, endangered or harassed.
 - 19.11 Furthermore, they must behave in such a way that no damage occurs to structures, facilities, equipment or objects.