

When several people use a bouldering or climbing facility together, it requires a certain level of discipline, mutual consideration, as well as cleanliness and order. To ensure harmonious coexistence, we have summarized the most important points in our house rules. Please adhere to the basic safety measures of bouldering and climbing sports.

House Rules of the Edelweiss Climbing Facilities

Access Procedure

- 1.1 Registration:** Access to our bouldering and climbing facilities is only permitted after registration and with a valid ticket. During registration, we will inform you comprehensively about the potential dangers in our bouldering or climbing facility. By signing, you confirm that you will adhere to our house rules, follow the safety aspects of climbing and bouldering, and accept our General Terms and Conditions (AGB).
- 1.2 Cash Desk and Rental:** After successful registration, you can purchase your personal access ticket at the cash desk and rent equipment if needed. Your ticket is for your use only and must not be transferred to other people. Any misuse will be strictly punished. Please note that certain bouldering and climbing facilities are reserved for members of alpine associations (ÖAV, DAV, AVS, NF, ÖTK, etc.) from the second visit onward. You can obtain membership in the Austrian Alpine Club in these facilities.
- 1.3 Climbing Courses:** If you are interested in one of our climbing courses, please visit our website www.edelweiss-klettern.at and book your desired course online. Also, take note of the specific participation conditions for purchasing bouldering and climbing courses as well as other events. Due to organizational reasons, it is unfortunately not possible to book courses directly at the cash desk. Offering and organizing climbing courses independently by external persons is only permitted after consultation and prior registration with the facility operator.
- 1.4 From the Changing Room to the Climbing or Bouldering Hall:** We ask that you change in the changing room and only bring the essentials into the climbing hall. Backpacks, bags, and excess clothing should remain outside. After changing in our changing rooms, you can proceed directly to the climbing or bouldering hall. Please note that entering the climbing hall with street shoes is not permitted. Remember to bring suitable indoor shoes or slippers.

2. Cleanliness and Order

- 2.1 Use of Shelves and Lockers:** Any brought-in backpacks, bags, or other items that you cannot leave in the changing rooms and do not immediately need for bouldering or climbing should be stored in the designated lockers or shelves.
- 2.2 Shirt Requirement and Barefoot Policy:** A shirt must be worn at all times in our bouldering and climbing facilities (including the fitness room and cafeteria). For hygiene reasons, it is also prohibited to enter the bistro, fitness room, or toilets without a shirt or barefoot.
- 2.3 Avoiding Noise:** Out of mutual consideration, unnecessary noise should be avoided in the

facilities. Loud shouting during climbing, playing music independently, unnecessary screaming, and other noisy sounds should be avoided. We ask climbing instructors and parents to sensitize their students and children to this.

- 2.4 **Waste Separation:** Please avoid unnecessary waste and separate it properly: Plastic waste in the yellow bins and residual waste in the black bins. Thank you for your cooperation.
- 2.5 **Lost and Found Corner:** Check your equipment when packing your backpack and, at the latest, before leaving the climbing facility. If you forget something, please do not call but come by immediately to check if your forgotten item can be found in the "lost and found" corner. Forgotten valuables (wallets, watches, IDs, etc.) will be deposited at the check-in desk.
- 2.6 **Smoking Ban:** There is a strict smoking ban in all bouldering and climbing facilities (indoor and outdoor). Exceptions are the designated outdoor areas.

3. General Safety Aspects

- 3.1 **Personal Responsibility:** Bouldering and climbing are high-risk sports that can lead to serious, sometimes even fatal injuries. All visitors use our bouldering and climbing facilities at their own risk and confirm, by registering, that they climb at their own responsibility. The operator does not conduct any safety checks. Minors or beginners may only enter the sports facility in the company of a knowledgeable person. Adjust the difficulty levels and heights while climbing and bouldering to your skill level and avoid unnecessary falls.
- 3.2 **Staying in Safe Areas - Avoiding Fall Zones:** When entering the climbing hall, make sure you do not enter the fall or drop zone of other climbers or boulderers. Our urgent request: no gymnastics or sitting under climbers. Stay only in safe areas and always look up when moving between routes or boulders. Use clear and hazard-free transit routes as you move through the hall.
- 3.3 **Observe General Climbing Rules:** Warm up before climbing, avoid fall zones, do not secure while sitting, no phone calls while securing, partner check before each start, use the belay device correctly, avoid slack ropes, do not skip loops, maintain a safe distance when climbing, no bottles in the fall zone, consider weight differences, no top-rope climbing in the middle of the wall, etc. The general safety aspects for rope climbing and bouldering apply to all visitors without exception.
- 3.4 **Loose Holds:** If you notice loose holds or other damage in the climbing hall or bouldering area, please report this to our staff immediately. Visitors to our climbing facility are not allowed to independently screw holds, apply markings, or make any other changes.
- 3.5 **First Aid Obligation in Accidents:** All users of our facility are required to provide assistance in case of accidents and must provide their personal information if a police accident report is made. Any accidents must be reported to our hall staff immediately.
- 3.6 **Danger of Running and Playing:** Running and playing in the bouldering and climbing facilities can lead to disregarding fall zones and hindering belayers and is therefore strictly prohibited. Ball games, in particular, are not allowed. Parents are responsible for their children.

- 3.7 Children and Dust Exposure:** Small children, in particular, require special protection. Ensure they do not run or crawl into the fall zone of climbing individuals. Parents and knowledgeable supervisors have a duty of supervision throughout the entire time spent in the climbing hall and are responsible for their children, students, and course participants. Small children should always be spotted while bouldering and should not climb higher than 3 meters. Please also make sure that children do not draw on our climbing walls with magnesium or chalk. We also point out that, especially in the bouldering area, dust levels can be very high, and small children and individuals with respiratory conditions should avoid this area, particularly during peak times. This applies especially to infants.
- 3.8 Fitness Room:** Training on fitness equipment, especially with free weights, bars, and dumbbells, requires a lot of experience and can be dangerous if done incorrectly. For this reason, children under 14 years are not allowed in the fitness room. Minors need the consent of their legal guardians. The fitness room must not be entered without a shirt or barefoot, and must be kept clean and tidy. Training equipment must be properly put away after use. The use of magnesium in the fitness room is prohibited.
- 3.9 Pets:** Dogs, cats, and pets of any kind are not allowed in the sports facility or the bistro. Exceptions are certified therapy dogs for para-climbers.
- 3.10 Alcohol or Listening to Music While Climbing:** For safety reasons, both climbing after consuming alcohol and climbing with headphones are prohibited. Climbing with loud music is dangerous because warnings from other climbers or announcements from our hall staff may not be heard.
- 3.11 Fire Incident:** In the event of a fire, the entire facility must be evacuated immediately via the emergency exits in the direction of the assembly point. The instructions of the staff must be followed. The stairwell, escape routes, and all emergency exits must always be kept clear. This rule especially applies to strollers, backpacks, and other obstacles inside the emergency exits and bicycles and mopeds outside the emergency exits.

4. Respecting Reservations

- 4.1 Reservations by the Alpine Club:** Only the Edelweiss Alpine Club is allowed to reserve certain wall areas in our bouldering and climbing facilities. Other visitors, teams, or training courses do not have the right to reserve areas.
- 4.2 Unauthorized Reservation or Blocking of Areas or Routes:** The unauthorized reservation or long-term blocking of individual lines, routes, or wall areas is strictly prohibited and may lead to expulsion from the climbing hall.
- 4.3 Competitions - Limited Operation:** During large events, there may be restricted operations, partial closures, or even complete closure of the bouldering and climbing facilities.

General Terms and Conditions

1. General Information

- 1.1** **Operator** of Edelweiss Hegelgasse, Edelweiss Pressbaum, and Edelweiss Walfischgasse is the Alpenverein Edelweiss – Zweig des Österreichischen Alpenvereins
A-1010 Wien, Walfischgasse 12.
ZVR-Zahl: 689913046

Kontakt:

Tel. +43 1 5138500 21,

Website: www.edelweiss-klettern.at

E-Mail: office@edelweiss-klettern.at

E-Mail: walfischgasse@edelweiss-klettern.at

E-Mail: hegelgasse@edelweiss-klettern.at

E-Mail: pressbaum@edelweiss-klettern.at

Operator of Edelweiss Südstadt ist
Weltbewegend Erlebnisreisen GmbH.
A-1010 Wien, Walfischgasse 12.
Company registration number: FN348027f

Kontakt:

Tel. +43 1 5138500 21,

Website: www.edelweiss-klettern.at

E-Mail: suedstadt@edelweiss-klettern.at

- 1.2** **Contract Formation:** The purchase of an entry ticket automatically constitutes a contract with the facility operator and the General Terms and Conditions (AGB) come into effect. By registering and subsequently signing, you agree to follow the house rules and observe the safety aspects of climbing and bouldering.
- 1.3** **Compliance with Staff Instructions:** You must follow the instructions of the staff. In the event of serious violations of our house rules or safety aspects related to climbing and bouldering, the staff is authorized to remove individuals from the facility without a refund of the entry fee.
- 1.4** **Changes to the Terms:** Changes to the house rules will be posted in the climbing hall as well as on the website www.edelweiss-klettern.at and marked with the date of the current status. If no objections or rejections are received within two months, the updates will automatically take effect.
- 1.5** **Video Surveillance:** In certain facilities, video recordings approved by authorities are in operation for security reasons.

2. Eligibility for Use

- 2.1 Staff members are entitled to check each user's technical skills and restrict them to a specific area of the facility (for example, a beginner's area) if deemed necessary. The assessment of staff that a user poses a risk to themselves or others constitutes a valid reason for this restriction.
- 2.2 **Minors under 14 years old** may only use the facility under the supervision of a legal guardian or an adult authorized to supervise them. A registration form must be filled out for each minor. The supervisor is responsible for ensuring that the minor does not endanger themselves or others. The minor must be supervised at all times while in the facility. The supervisor is liable for any personal injury or property damage caused by the minor.
- 2.3 **Minors between 14 and 18 years old** may use the facility independently, provided the legal guardian gives written consent on the registration form.
- 2.4 **Offering climbing courses** and/or similar events, particularly therapeutic climbing, by external climbing schools, therapists, clubs, or other organizations, is only permitted after consultation and with the prior consent of the facility operator. The leader of an external group is fully responsible for their participants.
- 2.5 **Fitness Area:** Training with free weights and weight machines carries hidden risks. Without sufficient experience in strength training and using the equipment, this area should not be used independently. Children under 12 years old are not allowed in the fitness area. Minors aged 12 to 18 may not train alone or unsupervised without a companion or instructor and without the written consent of their legal guardian. The behavior rules displayed in the fitness area must be followed.

3. Entry

- 3.1 The bouldering and climbing facilities may only be used during the specified opening hours. Current opening hours are displayed on the website and in the entrance area.
- 3.2 In the Edelweiss Walfischgasse and Edelweiss Pressbaum facilities, membership in an alpine association is required from the second visit onward. This can be arranged directly on site.
- 3.3 Route setting, events, courses, school groups, or other groups may lead to restricted climbing operations, with parts of the facility or even the entire bouldering and climbing facilities being closed.
- 3.4 The entrance fees are listed in our price list. Discounts and reduced entry fees for various age groups are only available with a valid photo ID.
- 3.5 A valid alpine association ID (ÖAV, DAV, AVS, NF, ÖTK, etc.) must be carried for each visit.
- 3.6 User registration and billing are done electronically.
- 3.7 For faster check-in and check-out, the membership card (Alpenverein Österreich), an assigned QR code, or a key fob can be used. The key fob will only display a barcode.
- 3.8 When purchasing services and goods, these will be recorded in the system and a receipt will be issued. This receipt must be kept until the service's expiration date for duration and time cards.
- 3.9 Entry must be paid for in advance.

- 3.10 For 20-hour tickets, time will be calculated to the minute and rounded to the nearest full minute. At least 60 minutes and a maximum of 120 minutes will be deducted. Hourly tickets (20 hours = 1200 minutes) are valid for 2 years from the purchase date. The time used is deducted from the card.
- 3.11 Half-year and annual passes are valid for 183 and 366 days respectively from the purchase date.
- 3.12 Users who enter the climbing facility without paying the correct entrance fee may be charged an increased entrance fee of up to EUR 250, and additional (damage) claims may be asserted.
- 3.13 Entrance tickets are non-transferable. Misuse of the cards will result in removal from the facility, a temporary ban, a fine, or additional (damage) claims. Professional commitments, vacations, travel, or other private reasons do not result in an extension or refund of time cards. Users who are unable to attend for a period exceeding four weeks due to illness may pause their time card free of charge with a medical certificate.

4. Climbing Courses

- 4.1 **Organizer** of bouldering and climbing courses, as well as other events, is the Alpenverein Edelweiss – Zweig des Österreichischen Alpenvereins
A-1010 Wien, Walfischgasse 12.
ZVR-Zahl: 689913046
- 4.2 To ensure optimal supervision, we keep group sizes as small as possible. This depends on the type of event. In the case of high demand, multiple groups may be formed if possible. If the minimum number of participants is not reached (which also depends on the event type), the event may still take place if participants are willing to cover the difference in costs.
- 4.3 The stated prices include only the course or guide fees. Unless otherwise stated, travel and accommodation costs, as well as rental fees for equipment, are not included. If you do not make use of our services, there is no entitlement to a price reduction. Accommodation will be organized by the guide unless otherwise stated. In general, two prices are listed: the first is the regular price for adults, and the second is a 10% discounted price for children, youth, juniors up to 27 years old, and seniors over 65 years old.
- 4.4 We reserve the right to make personnel changes in the leadership of the events. This does not entitle participants to withdraw or claim refunds. Similarly, if program changes are required during the event due to circumstances beyond our control, no refund claims will be accepted.
- 4.5 Each participant confirms upon registration that they are familiar with the technical and physical requirements listed for the event and that they meet these requirements. Additionally, participants must be physically and mentally fit for the undertaking. We also expect a significant degree of caution and responsibility from every participant.
- 4.6 For organizational reasons, we ask for early registration. Alpenverein Edelweiss accepts registrations, changes, and cancellations for its events only in writing (email, online, letter). We are happy to provide information by phone. Registrations are considered in the order they are received. Each registration is binding.
- 4.7 At the time of booking, the full participation fee must be paid. For events costing more than EUR 500,- a 50% deposit is possible.

Cancellation fees are calculated based on the listed participation fee (cut-off date being the start of the event):

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| Cancellation up to the 30th day: | 25% |
| Cancellation from the 29th to 15th day: | 50% |
| Cancellation from the 14th to 8th day: | 75% |
| From the 7th day and in the case of no-show: | 100% |

- 4.8** The cancellation fee is at least EUR 15, regardless of the calculated percentage, to cover administrative costs. Should your cancellation incur additional cancellation costs for pre-booked accommodations or other service providers, we will charge you for these as well. Refunds, minus any applicable cancellation fees and costs, will be made within 14 business days after the event ends, to the payment method you selected.
- 4.9** **In case of cancellation by Alpenverein Edelweiss**, the amount paid will be refunded.
- 4.10** For all bookings, all fully paid courses and tours of Alpenverein Edelweiss include cancellation insurance for events costing €10 or more (for the event price only). All details and the procedure in the event of damage can be found at www.alpenverein-edelweiss.at/stornoversicherung.
- 4.11** For safety reasons, we ask course beginners to participate regularly. If safety can no longer be guaranteed due to the behavior of a participant, we reserve the right to exclude this person from the course in specific cases, with a refund of the remaining course fee. Course fees and corresponding entry tickets are non-transferable and are only valid for the agreed course dates.
- 4.12** Course participants have free entry to the respective bouldering or climbing facility on course days.

5. Liability

- 5.1** The facility operator is not liable for unsecured wardrobes, theft, or damage to brought-in property (except in cases of operator negligence).
- 5.2** The facility operator is not liable for material or personal damage resulting from user error, the error of others, or third-party companies. The operator is only liable in cases of gross negligence by the operator or its agents. We point out that holds can rotate or break at any time, without this being detectable by the facility operator in advance.

6. Data Protection

- 6.1** At Alpenverein Edelweiss, people are at the center of our work. Therefore, the protection of your personal data is a priority for us. Contact details for our data protection coordinator can be found on our website.
- 6.2** Your data will be processed to provide you with member benefits (e.g., member magazine, fee waivers, discounts, insurance), to organize events and courses, and to administer your membership. This is our contractual obligation as outlined in the club's statutes. Optional data you provide (e.g., email address for newsletter delivery, IBAN for direct debit, stated

interests for optimized service) will only be used with your consent. In certain cases (e.g., invoices), your data will be processed due to legal obligations (e.g., tax law).

- 6.3** We will only share your data with selected partners required for contract fulfillment. These partners will receive only the parts of your data necessary for their task. The data of all members is centrally managed by the main club in Innsbruck. For services (e.g., IT infrastructure, email, internet, magazine delivery, insurance), we use appropriate service providers. In the event of accidents, data will be transferred to insurance providers or relevant authorities. Data necessary for organizing events (e.g., mountain guides, accommodation providers, or travel agencies) will also be shared. Your data will not be transferred to any non-EU countries (third countries) or international organizations, except when you participate in foreign trips (e.g., accommodation in a third country).
- 6.4** As long as you are a member, we process your data to fulfill our obligations and safeguard your interests (e.g., education). If you leave the Alpenverein, your data will be deleted once the statutory retention periods have expired. These retention periods vary by data category. For instance, we will delete information such as which newsletters you have received or your stated interests immediately. Proofs required by tax law, for example, must be kept for 7 years before deletion.
- 6.5** Transparency is a priority for us. You have the right to request information about your data, and to demand corrections, deletions, or restrictions on processing. You can object to data processing and request data portability. You can amend or fully withdraw any consent you have given (e.g., newsletter subscription or direct debit) at any time without providing a reason, with future effect. If you encounter problems or have questions, please contact us. You also have the right to file a complaint with the Austrian Data Protection Authority.

Address:
Austrian Data Protection Authority
Wickenburggasse 8
1080 Vienna
Phone: +43 1 52 152-0
Email: dsb@dsb.gv.at

- 6.6** The data marked as mandatory on the registration form (paper or online) is required for membership (contract conclusion). Without providing this data, you cannot join the Alpenverein. Additional data is optional and helps us to serve you better (e.g., reasons for joining, areas of interest). We do not perform any automated decision-making or profiling, and your data will only be processed for the purposes listed above.

7. Photo Rights

- 7.1** By accepting the General Terms and Conditions (AGB), you consent to staff taking and publishing photos or recordings of you made in the bouldering and climbing facilities, as well as outside the halls during events, in club media without compensation. This includes the right to use your image.
- 7.2** You can revoke this consent at any time by sending an email to office@edelweiss-klettern.at.

The revocation will apply from the time it is declared and does not create any claims for the period before the declaration. In particular, the Edelweiss Center is not obligated to remove photos or films already published due to the revocation of this consent.

- 7.3** Please note that during periods of high activity, there may be an increased level of dust and magnesium in the air, which could pose a problem for small children and people with respiratory conditions.
- 7.4** The independent installation, modification, or relocation of footholds and grips is prohibited. If a foothold or grip becomes loose or rotates, it must be reported immediately to a staff member. The independent placement or removal of bouldering route markers is also prohibited.

8. Final Provisions

- 8.1** The invalidity or ineffectiveness of individual provisions of the house rules does not affect the legal validity of the remaining provisions. In such cases, provisions that are legally valid and come closest to the original intent of the facility operator shall apply. If written communication is required, this requirement is also fulfilled by communication via email.
- 8.2** Austrian law applies.