

# Important information regarding events affected by COVID-19

Dear audience,

The Austrian cultural sector currently finds itself in a difficult situation, which we have to deal with in the fastest possible way. The new law provides a helpful solution for event organizers and costumers. Here you can find important information regarding the implementation of the new voucher solution for concerts affected by COVID-19.

Naturally, there are a few questions about the procedure. We tried to explain everything as clearly as possible, however we must inform you that some things could still change. We will keep you informed about these changes as much as possible.

Thank you for your understanding.

## Answers to FAQs regarding the law for events affected by COVID-19

(KuKuSpoSiG)

### 1. Which events does the new law apply to?

It applies to all events which should have taken place in 2020 and could not take place due to COVID-19. It will also apply to events, which are not affected yet, but might be in the future. Developing the new processing system will take our ticketing partners at least until the second half of August 2020 and ticket vouchers cannot be issued before then.

### 2. Where can I find out about events that are cancelled or postponed?

On [www.barracudamusic.at](http://www.barracudamusic.at) you can find an up-to-date list of the affected events in the [news section](#)<sup>7</sup> (in German).

### 3. What happens to postponed events

Tickets stay valid.

### 4. What happens to cancelled events?

You will receive a voucher which replaces your ticket. This voucher is valid for every other event of Barracuda Music, provided that tickets are available. This voucher can be redeemed until 31.12.2022. If you do not redeem the voucher by 31.12.2022 the sum can be paid out at your request.

## 5. Examples of the voucher model for 1-day events

### A.

Ticket for a 1-day event with a price of up to **EUR 70,-**

→ Voucher in the amount of up to EUR 70,-

### B.

Ticket for a 1-day event with a price of **EUR 150,-**

→ Voucher in the amount of EUR 70,-. A payment of EUR 80,-.

### C.

Ticket for a 1-day event with a price of **EUR 250,-** or more

→ Voucher in the amount of EUR 70,- (or more). A maximum payment of EUR 180,-

## 6. Examples of the ticket return options for festivals (events lasting multiple days)

This applies to tickets of all categories (Caravan, VIP, etc.). The price of the ticket for an event lasting multiple days will be divided by the number of days of the event.

**Example:** The ticket for a 3-day festival costs **EUR 180,-**.

$$180 : 3 = 60$$

The voucher value per day would be EUR 60,-. Therefore, you cannot request a payment, but you would get a voucher in the amount of EUR 180,-.

Our festivals are usually made up of 3 to 4 days for which individual day passes are also available. The festival pass can be regarded as a special offer for all festival days.

The regulation can be found [here](#)<sup>7</sup> in paragraph / Abs.4 (in German).

## 7. Is the voucher transferable and where can I redeem the voucher?

The voucher is transferable. The voucher can only be redeemed from the ticket distributor, where you originally bought the ticket and for events of Barracuda Music. Excluded are outlets and third party sales offices (see Point 16). If you do not redeem the voucher by 31.12.2022, the sum will be paid out to you upon request.

## 8. When can I have a voucher issued?

Developing the new processing system will take our ticketing partners at least until the second half of August 2020 and ticket vouchers cannot be issued before then.

We hope you understand that we cannot define a start-date at the moment.

## 9. How can I buy a ticket with the voucher?

The voucher will be redeemable as usual. For example, if you buy a EUR 40,- ticket with a EUR 60,- voucher, you will get a new voucher for the difference (EUR 20,-). However, if you buy a EUR 100,- ticket with a EUR 60,- voucher, you have to pay the remaining EUR 40,-.

**10. I have bought multiple tickets from the same event organizer. Does the voucher model apply to the combined sum of the tickets or does it apply to the individual tickets?**

Every ticket has to be processed individually.

**11. Which amount is the voucher issued for?**

The amount that is printed on the ticket (Face Value).

**12. What do I have to do in order to get a voucher issued?**

Developing the new processing system will take our ticketing partners at least until the second half of August 2020 and ticket vouchers cannot be issued before then. This information is regularly updated.

**13. I want to attend a concert which was postponed. My ticket stays valid.**

**Will I receive a new ticket with the new date of the concert?**

The original ticket stays valid. You will not receive a new ticket. This is also the case if an event has been postponed multiple times.

**14. What do I have to do in order to receive the payment, which I am entitled to according to the new law?**

Developing the new processing system will take our ticketing partners at least until the second half of August 2020 and ticket vouchers cannot be issued before then. This information is regularly updated.

**15. Who is the event organizer, resp. the ticket distributor?**

This information is provided on the individual ticket. You can find all of our events on our [website](#)<sup>7</sup> (in German) and our [event archive](#)<sup>7</sup> (in German).

**16. What is the situation regarding outlets or third party sales offices?**

Outlets cannot refund tickets or issue vouchers. In case this changes, we will update this information. Developing the new processing system will take our ticketing partners at least until the second half of August 2020 and ticket vouchers cannot be issued before then.

**17. How long will it take to process my request?**

We kindly ask for your patience, as the practical and technical implementation will take some time.

**18. What should I do if I have further questions?**

If none of the above models apply to your issue, or you have further questions, please send an e-mail to [covid19@barracudamusic.at](mailto:covid19@barracudamusic.at)

*These FAQs are only for informational purposes. They do not grant customers any (new) rights and do not amend existing agreements.*