

STORNO SMS

Vienna, 12th of January 2021

Cancellation via Text Message

Cancellation of appointments can also be performed with immediate effect in all our houses via text message. This feature replaces our cancellation hotline.

SMS Cancellation Number: +43 664 814 57 34

Text Message Content: Storno_ *Häuserkürzel*_ *Auftragsnummer*_ *HH:MM* (Cancellation_ *House Abbreviation*_ *Order Number*_ *HH:MM*)

_ is a blank

Venue Abbreviation

SB Schönbrunn Palace

HB Wien Sisi Museum | Kaiserappartements | Silberkammer

(Hofburg Vienna: Sisi Museum | Imperial Apartments | Silver Collection)

HMD Möbelmuseum Wien (Vienna Furniture Museum)

SH Schloss Hof Estate

You receive a reply within one minute informing you whether the cancellation was successful. Those who have made reservations in addition receive confirmation of the cancellation via e-mail.

Your cancellation was successful solely when you have received a confirmation text message!

Only one order can be cancelled per text message.

Input & Example (“Storno” = cancellation)

Storno SB 12345678 16:24 Storno

HB 87654321 09:00 Storno

HMD 54321098 12:59 Storno

SH 34567890 13:37

Screenshot:

(Translation: The reservation 18102296 on 9/9/2016 at 7 pm for Highlight Tour was cancelled. No cancellation fees are due.

25 July 5.05 pm)

