



## 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\*)

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### \*Venue Abbreviation\*

SB Schloß Schönbrunn

HB Hofburg Wien: Kaiserappartements | Sisi Museum | Silberkammer

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

HMD Hofmobiliendepot • Möbel Museum Wien (Imperial Furniture Collection)

SH Schloss Hof

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)

