



We advise, support and document

Have you been denied entry to a bar or restaurant and suspect that you have experienced racial discrimination? Have you been racially harassed at a bar or restaurant?

We advise you free of charge, independently and confidentially. We will listen to you and discuss your legal options with you. We won't take any steps without your consent.


The Ombud for Equal Treatment documents all reported incidents.

 Call us free of charge: **0800 206 119**

 Find out about your rights at gleichbehandlungsanwaltschaft.gv.at/english

 Use our **Reporting and Contactform**



 Follow us on Instagram for news and information:
@wege_zur_gleichbehandlung

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Stop racism at the doors of nightclubs!

Know your rights

Discrimination is forbidden!

Racist door policies at nightclubs and bars are prohibited by law.

The Ombud for Equal Treatment supports you in taking action against such racial discrimination.

What are your rights?

The **Equal Treatment Act (GIBG)** forbids racial **discrimination** when entering nightclubs and visiting bars and restaurants (Section 31 GIBG).

If you are denied entry to a bar or club, you can **refer to the Equal Treatment Act** and demand to be let in.

If you are racially harassed inside a club or bar, this is also discrimination.

If you are denied access to an establishment on account of your race or you experience racial harassment, you are **entitled to compensation** (Section 35 GIBG).

"They told me 'You're not coming in and we don't need to give you a reason why!'"

If other people were allowed in the club after you, this can be an important indicator that discrimination is at play.

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"I'm a PoC and have been racially harassed by the bar staff."*

Racial harassment in bars, restaurants and clubs is forbidden. It is important that you find out the name of the person harassing you.

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"Then the bouncer said to me: 'You're wearing the wrong clothes!'"

Was there an official dress code? Maybe you can find photos from the evening and the outfits that other guests were wearing.

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"I spent ages in the queue, only to be told 'It's guestlist only today!'"

If possible, see whether a guestlist is actually being checked. Ask other people if they know anything about a guestlist.

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"They told me to my face that this party 'isn't for foreigners!'"

Racial discrimination is forbidden according to the Equal Treatment Act.

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*PoC stands for person of colour and is a term that people who experience racism use to refer to themselves.

What you can do in the event of an incident:

- Ask why you are being denied access.
- Ask if there is a door policy or internal regulations that are publicly available.
- Refer to the Equal Treatment Act and ask to speak to the manager of the club.
- Exchange numbers with witnesses so that you can contact them later.
- Collect evidence and document the situation as soon and as specifically as possible.
- You can also play an active role and take action if you are a witness to such an incident. Offer support to those affected.

What you can do after an incident:

- Let us advise you. Together, we will look for a solution for your concerns.
- At your request, we can ask the owners of the establishment to provide a statement.
- We can help you submit a claim to the Equal Treatment Commission.
- You can also take legal action in court. We recommend that you contact us for advice before taking this step.
- Discrimination in the nightlife scene can also result in an administrative fine. You can report it to the district administrative authority or the police and refer to Art III Par. 1(3) of the Introductory Act to the General Administrative Procedure Act (EGVG).
- You can also report an incident as a witness on our website – ideally with the consent of the affected person.