

# Come in!

Against racism at the club door



# The situation

Going out with your friends, they enter the club without any problem. But you keep getting turned away?

Anyone who is perceived as “foreign” can be treated unfairly in many different situations – also when trying to enter a club or bar. Legally speaking, this is discrimination.

**However:** Discrimination is forbidden.  
And there are ways to defend yourself.

# Bouncers aren't above the law

Clubs and bars generally have the right to decide who they want to let in and to define unacceptable behaviour.

Drunk or aggressive people can be refused entry, as can anyone who doesn't meet a specific dress code or has previously caused trouble in the club.

**But:** It is not allowed to turn someone away because of their ethnic background. The Equal Treatment Act bans racial discrimination. You can refer to this law and ask to be let in or seek fair compensation afterwards, at least.

# Racism at the club door – unfortunately, all too common ...

Especially young men who, for example because of the colour of their hair or skin, don't look "typically Austrian", often report that they keep getting turned away at club doors.

## What to do

If a club refuses to let you in or to serve you because of your ethnic background or the colour of your skin, you can take legal action:



- **Document the situation as soon as possible!**  
Write down what happened as soon as you can. Maybe there were witnesses to the situation or any other evidence (pictures, videos) you can collect? The sooner you act, the better. You can document the situation via the free GAW Equal Treatment:App!
- **Get legal advice!**  
You can ask for support and advice at the Ombud for Equal Treatment. We'll help you decide which legal steps to take and how to proceed.



# It's possible to prove discrimination

You can report discrimination on racial grounds as an administrative offence and/or ask for examination of your case at the Equal Treatment Commission. The more evidence you have, the better your chances of success:

- **Ask why you weren't let in!**

If bouncers or club owners give contradictory answers or flimsy excuses, this can be an important clue that a racist motive was the real reason. "We're already full", "Members only" or "You don't meet the dress code" can also be used as excuses.

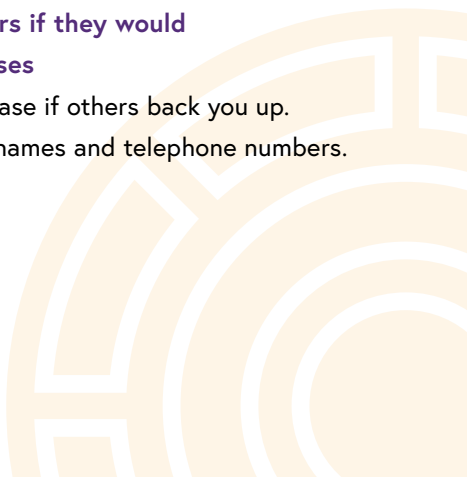
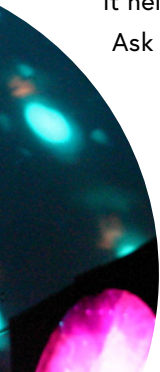
- **Even if you're annoyed or upset, stay calm and do not insult anyone.**

Don't get into an argument with the bouncers. Your safety comes first. It can be advisable to report the incident as an administrative offence to the police.

- **Ask bystanders if they would act as witnesses**

It helps your case if others back you up.

Ask for their names and telephone numbers.



# Don't look away

If you see someone being turned away because of their ethnic background, you can take action. Offer to support the affected person and act as a witness. You can also report the incident to the Ombud for Equal Treatment yourself.

## We'll support you!

The Ombud for Equal Treatment will advise you free of charge and confidentially. Together we will assess whether legal proceedings are appropriate. We'll ask for your agreement at every stage. We can contact the club, ask for a statement and try to reach a satisfactory agreement. You can also have your case examined by the Equal Treatment Commission. We'll tell you how and support you.



Call our toll-free helpline: **0800 206 119**




Use our contact form at

**[www.gleichbehandlungsanwaltschaft.gv.at](http://www.gleichbehandlungsanwaltschaft.gv.at)**



Download the **GAW Equal Treatment:App**



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## Contact and advice

Toll-free helpline: 0800 206 119

[gaw@bka.gv.at](mailto:gaw@bka.gv.at)

[www.gleichbehandlungsanwaltschaft.at](http://www.gleichbehandlungsanwaltschaft.at)

Arrange for a personal consultation

### Legal notice

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