

Terms & Conditions

VPG Vienna PASS GmbH (hereinafter referred to as "**VPG**"), issues and operates the Vienna PASS.

The following terms & conditions regulate the contractual relationship between the Vienna PASS holder and VPG Vienna PASS GmbH, Opernring 3-5, Top 508-529, 1010 Wien/Vienna (company register no. 417570 z). To clarify, these terms & conditions only regulate the contractual relationship between VPG Vienna Pass GmbH and the Vienna PASS holder with regard to the Vienna PASS.

---Please note: For visits to the attractions included in the Vienna PASS, only the rules and, if applicable, terms & conditions of the operator of the attraction in question apply.

The attractions included in the Vienna PASS as well as the operator of the HOP ON HOP OFF buses are hereinafter referred to as "**external contractual partners**" of VPG Vienna Pass GmbH. External contractual partners are not vicarious agents of VPG. Therefore, VPG assumes no responsibility or liability for the quality of the services of external contractual partners listed in the Vienna PASS guidebook and only enables the Vienna PASS holder to make use of the services provided by said external contractual partners.

Customer service centre: Mon-Sat 10 am to 5 pm (GMT), Sun and public holidays 10 am to 3 pm.

For information, data queries and complaints, please call +43 1 50 33 033 or e-mail info@viennapass.com

1. Conclusion and language of the contract

The contract for the purchase of the Vienna PASS is concluded by placing an order in the online store and confirmed by e-mail to the customer.

The content of the contract as well as all additional information, the customer service centre, data queries and complaint management are provided at minimum in German and English.

2. Vienna PASS

The Vienna PASS is a barcode card that, against a one-time payment, entitles the pass holder to a one-time free entry to all attractions listed in the Vienna PASS guidebook, as well as the unlimited use of the Vienna Sightseeing HOP ON HOP OFF buses, for the chosen duration of one, two, three or six consecutive calendar days from the date of activation.

The Vienna PASS can be used within 12 months from date of purchase. The Vienna PASS will be activated at the first attraction visited or with the first use of a HOP ON HOP OFF bus of Vienna Sightseeing Tours. It is activated automatically the first time the Vienna PASS barcode is scanned.

The pass holder is the person to whom the Vienna PASS was issued. The pass holder must sign the Vienna PASS on the reverse side. The card is personal and non-transferable without the written permission of VPG.

Tickets for Vienna Public Transport (central zone, for 24, 48 or 72 hours from time of validation) can be purchased together with the Vienna PASS. The prices and conditions of Vienna Public Transport apply.

3. Prices

Prices are as posted at the time the order is placed including VAT.

4. Vienna PASS guidebook and app

The Vienna PASS guidebook is free of charge. It is produced by VPG and supplied with the Vienna PASS. The Vienna PASS guidebook lists all attractions and other services included in the Vienna PASS, including contact information and opening hours.

The ViennaGuide App can be downloaded free of charge on Google Play (Android) or the App Store (iOS).

This information on both guidebook and app is provided to the best of our knowledge. However, VPG Vienna Pass GmbH cannot guarantee its correctness and completeness, as changes to the opening hours, in particular, may occur on short notice. Vienna PASS holders are urged to verify that the information is current on the websites of the external contractual partners.

5. Rights and duties of the pass holder

The pass holder must store the Vienna PASS carefully and sign it personally. The validity period must be indicated on the reverse side of the card for the Vienna PASS to be valid. For the mobile Vienna PASS, the holder's name and validity period must be indicated when it is downloaded.

During the validity period of the Vienna PASS, the pass holder may use the services as listed in the Vienna PASS guidebook. The pass holder must produce a valid official photo ID if asked to by an external contractual partner or an employee of VPG.

The customer is not entitled to any reimbursement for unused or not consumed services, for road closures, or for attractions being closed during the validity period of their pass.

6. Right of withdrawal

The Vienna PASS enables the pass holder to use leisure services provided by external contractual partners. Leisure services are not subject to the consumer's statutory right of withdrawal or revocation.

7. Collection

The Vienna passes can be collected at the Customer Service Centre in the Vienna city centre. The voucher including booking number as well as a valid form of photographic ID needs to be presented upon collection. **Collection by third parties is not permitted.** If personal collection is not possible, please contact our Customer Service Centre in advance by sending an e-mail to info@viennapass.com.

8. Liability of VPG

VPG shall not be liable for any deficiencies, damages, losses, or non-provision of services by the external contractual partners. Any complaints and claims the Vienna PASS holder may have regarding the use of the services of an external contractual partner can therefore only be raised against the relevant external contractual partner of VPG. In such cases, the terms & conditions of the relevant external contractual partner of VPG shall apply.

Where claims are not subject to the disposition of the parties and/or there is a liability of VPG towards the Vienna PASS holder, the liability of VPG shall be limited to a maximum of 50% of the actual price paid for the Vienna PASS.

9. Validity period of the Vienna PASS

The Vienna PASS is valid for one, two, three or six consecutive calendar days from the date of activation, as agreed. This agreed-upon validity period will be printed on the Vienna PASS. The Vienna PASS must be activated within one year of its purchase or during the validity period printed on the pass; thereafter, the Vienna PASS shall no longer be valid. If the contract between VPG and an external contractual partner is terminated, the Vienna PASS shall no longer be valid for that partner's attraction.

10. Loss of the Vienna PASS – replacement pass

In case of loss of an unused or still active Vienna PASS, VPG must be notified immediately. We strongly recommend making the notification in writing (or by e-mail) as proof of notification. After receiving proof of identity, the lost pass will be blocked to prevent misuse. A replacement pass will be issued to the Vienna PASS holder against payment of a processing fee of €10.50. This is only possible if the Vienna PASS holder can provide the unique barcode number printed on the reverse side of the lost Vienna PASS, and that number can be linked to the pass holder. Otherwise, the Vienna PASS cannot be replaced.

Every Vienna PASS holder must store their Vienna PASS in such a way that it cannot be accessed by third parties. If the Vienna PASS holder forgets the pass or does not have it on them, they shall not be admitted and no reimbursement shall be made.

11. Storage of the contract

The contract text is stored by us and can be requested from us after completion of the order process.

12. Arbitration body

In the event of disputes, we undertake to participate in the arbitration procedure of the Internet Ombudsman:

www.ombudsmann.at

For more information about the different procedures, see www.ombudsmann.at

The ODR platform can also be used to settle disputes with our company:
<https://ec.europa.eu/consumers/odr>

Our e-mail address: info@viennapass.com