

Vienna Flexi PASS

Terms & Conditions

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

The following terms & conditions regulate the contractual relationship between the Vienna Flexi 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 Flexi PASS holder with regard to the Vienna Flexi PASS.

By checking the box "I have read and agree to the terms & conditions" in the shopping basket prior to placing the order, the customer accepts these terms & conditions.

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

The attractions included in the Vienna Flexi 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 Flexi PASS booklet and only enables the Vienna Flexi 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 + T +43 1 712 46 83 or e-mail office@viennasightseeing.at

1. Conclusion and language of the contract

The contract for the purchase of the Vienna Flexi 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 Flexi PASS

The Vienna Flexi PASS is a barcode card that, against a one-time payment, entitles the pass holder to a one-time free entry to 3, 4 or 5 attractions listed in the Vienna Flexi PASS booklet, for 30 calendar days from the date of activation.

The Vienna Flexi PASS can be used within 12 months from date of purchase. The Vienna Flexi PASS will be activated at the first attraction visited. It is activated automatically the first time the Vienna Flexi PASS barcode is scanned.

3. Prices

Prices are as posted at the time the order is placed including VAT. They are displayed before in the shopping basket before the contract is concluded and the order is placed, and are also included in the confirmation e-mailed to the customer after purchase.

4. Vienna Flexi PASS booklet

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

This information 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 Flexi 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 Flexi PASS carefully. The validity period must be indicated on the reverse side of the card for the Vienna Flexi PASS to be valid.

During the validity period of the Vienna Flexi PASS, the pass holder may use the services as listed in the Vienna Flexi PASS booklet. 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 Flexi 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. Payment

We accept the following forms of payment:

- Credit card (Eurocard/MasterCard, Visa)

Payment by credit card is debited on the same day. When paying by credit card, the customer must provide the following information: name of card holder, card number, credit card company, expiry date, CVV code. The data is transmitted with at least 128-bit SSL encryption and cannot be accessed by unauthorised persons. More information available [here](#).

8. Collection

The following delivery option is available for the Vienna Flexi PASS:
Collection in Vienna (at the Customer Service Centre in the Vienna city centre) upon presentation of the voucher.

9. 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 Flexi 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 Flexi PASS holder, the liability of VPG shall be limited to a maximum of 50% of the actual price paid for the Vienna Flexi PASS.

10. Validity period of the Vienna Flexi PASS

The Vienna Flexi PASS is valid for 30 consecutive calendar days from the date of activation. The Vienna Flexi PASS must be activated within one year of its purchase or during the validity period printed on the pass; thereafter, the Vienna Flexi PASS shall no longer be valid. If the contract between VPG and an external contractual partner is terminated, the Vienna Flexi PASS shall no longer be valid for that partner's attraction.

11. Loss of the Vienna Flexi PASS – replacement pass

In case of loss of an unused or still active Vienna Flexi 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 including email confirmation if purchased online or payment receipt if purchased in the destination, the lost pass will be blocked to prevent misuse. A replacement pass will be issued to the Vienna Flexi PASS holder against payment of a processing fee of €10.50. This is only possible if the Vienna Flexi PASS holder can provide the unique barcode number printed on the reverse side of the lost Vienna Flexi PASS, and that number can be linked to the pass holder. Otherwise, the Vienna Flexi PASS cannot be replaced.

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

12. Storage of the contract

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

13. 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: office@viennasightseeing.at