

GENERAL TERMS AND CONDITIONS FOR THE ONLINE TICKET SHOP

The following terms and conditions apply to the reservation and the online purchase of admission tickets to movie screenings and other events at the Burg Kino Vienna. By purchasing a ticket, you agree to these terms and conditions. These terms and conditions apply to legal transactions with customers as according to the Austrian Consumer Protection Act (KSchG) only to the extent that they do not contradict the mandatory regulations of the Consumer Protection Act and the Act on Off-Premises and Distance Contracts.

1. Conclusion of the contract

The offer in the online ticket shop does not constitute a binding request to conclude a contract of purchase, but rather a non-binding invitation to order admission tickets in the online shop. By clicking on the "Purchase tickets online" button, you submit a binding purchase offer. You will be redirected to the site of our payment service provider and after completing the payment transaction, you will receive an automatically generated email confirming your purchase.

2. Prices

The prices indicated on the order page include the statutory value-added tax and other price components.

3. Payment

The payment will be made by credit card (VISA and Mastercard) and mediated by our payment service provider First Data.

4. Delivery and reservation of ownership

The automatically generated email which will be sent after the completion of the purchase will contain a payment confirmation in the form of a PDF document, which you will find in the attachment. With this confirmation, you will receive the purchased admission ticket locally at the cinema.

5. Right of revocation and consequences of revocation

You have the right to revoke this contract within 14 days after the purchase transaction without giving reasons. In order to exercise your right of revocation, you are required to notify us of your decision to revoke this contract by means of an unequivocal statement (e.g. a letter sent via mail, telefax, or email). The time-limit shall be deemed to be observed by the timely dispatch of the declaration of revocation. If you revoke this contract, we are obligated to refund all payments that we have received from you without delay and at the latest within fourteen days of the date on which we receive your notification about the revocation of this contract. In no event will you be charged with any fees on grounds of this refund.

6. Warranty

Unless any other agreement has been made, your warranty claims exist in accordance with the statutory provisions of commercial law.

7. Privacy statement

We take the protection of your data very seriously and will treat all your personal information in strict confidence and in compliance with statutory data protection provisions.