

Cancellation Cover

Customer Data

Name: _____

First Name: _____

Address: _____

Postal Code/ Zip, City: _____

E-Mail: _____

Phone Number: _____

Order Information

Order Number/Ticket Number : _____

Name of the event: _____

Date of order: _____

Date of the event: _____

Ticket amount: _____

Shipping Method:

- Postal Delivery
- Office Pick-up
- Box Office Pick-up
- E-Tickets
- Hotel Delivery

Payment Method:

- Credit Card
- Sofortüberweisung *
- Direct Debit*
- Gift Certificate**

* Please provide your IBAN for the reimbursement

** Please provide your gift certificate code

IBAN: _____

BIC: _____

Gift Certificate Code: _____

Important Note:

Refunds as part of the Cancellation Cover Package are possible only, if the following conditions are met:

1. Compliance with the deadline and former requirements
2. Cancellation prior to 14 days to the event - 100% Reimbursement of the ticket price
3. Cancellation prior to 7 days to the event - 50% Reimbursement of the ticket price

The cancellation request must be received by registered letter to the following address:

Vienna Classic Online Ticket Office KG
Operngasse 6 / 1C
1010 Vienna, Austria

The date of the postmark applies, however the day of the event is not included. In case of postal delivery and office pick-up, the tickets must be attached to the form. In case of an incomplete form, Vienna Classic will not be able to proceed with the request for a reimbursement.

After receiving your completely filled out cancellation request on time, you will receive a refund within 14 days using the same payment method that you originally used.

Our General Business Terms & Conditions and the Privacy Policy shall apply, for further information please visit [our website www.viennaclassic.com](http://www.viennaclassic.com)

Date, Customer signature

Vienna Classic Online Ticket Office KG
Operngasse 6 / 1C
1010 Vienna, Austria

Serviceline: +43-1-890-5555
E-Mail: office@viennaclassic.com