

## General Terms and Conditions for the purchase of online tickets

In addition to the General Terms and Conditions (GTC) of the Swiss Museum of Transport ([www.verkehrshaus.ch/agb](http://www.verkehrshaus.ch/agb)), the General Terms and Conditions for the purchase of online tickets also apply.

### 1. Contractual relationship and acknowledgement of the GTC

The Swiss Museum of Transport offers its users ("Customers") the possibility of purchasing tickets online in accordance with these general terms and conditions. The offer to conclude a contract is initiated by the customer insofar as they place an order via the homepage [www.verkehrshaus.ch](http://www.verkehrshaus.ch) or <https://tickets.verkehrshaus.ch> of the Swiss Museum of Transport and trigger a payment transaction. The contract between the customer and the Swiss Museum of Transport is then concluded with the confirmation of the ticket order for the event concerned or the selected visiting day.

### 2. Fees

All fees and the current rate of value added tax is included in the price of the tickets and the articles.

### 3. Ticket purchase

The person ordering the ticket is granted the right to purchase the services, i.e. the admission to and visit of the event in accordance with the information printed on the ticket. The right of admission and visit is granted on condition that the person ordering the ticket satisfies the admission and age requirements of the event in their quality of event visitor. Insofar as such requirements exist, they are indicated in the description of the event at [www.verkehrshaus.ch](http://www.verkehrshaus.ch). Tickets for the museum are only valid on the chosen day and for the visitor category printed on the ticket. There is no seat numbering for performances in the daily programme of the film theatre. Specific seat reservations can be made for films in the evening programme and for special events. The purchase of tickets online is generally limited to 20 tickets per order transaction.

#### 3.1. Online tickets

Print@home tickets can be printed at home. Print@home and e-tickets will be checked at the entrance to the event automatically. If the bar code on the tickets cannot be read by the electronic admission system and the bar code number cannot be deciphered, the ticket holder will not be granted admission to the event. If a visitor is rejected on these grounds, they will not be entitled to any compensation. The first holder of a Print@home or e-ticket will be granted admission to the event. The ticket will then be blocked for any subsequent admission. Only tickets purchased via an official sales channel are valid. Print@home tickets may only be printed out once. The copying, modification or imitation of tickets is prohibited. Tickets must be protected against dirt and damage. The visitor category printed on the ticket must correspond to the person who presents the Print@home ticket for admission at the turnstile.

#### 3.2. Dispatch

Upon receipt and payment of the order, the customer receives confirmation by e-mail after which the Print@home tickets can be downloaded from the online ticket shop and/or printed. If the customer has not received the tickets 2 working days after receipt of payment, they are obliged to contact the Swiss Museum of Transport by telephone or e-mail ([reservationen@verkehrshaus.ch](mailto:reservationen@verkehrshaus.ch)). The articles are dispatched at the expense and risk of the customer. If, in the event of dispatch problems, the fault lies with the Swiss Museum of Transport, the customer is entitled – after issuing a written reminder and after expiry of a reasonable period of grace – to withdraw from the contract. This withdrawal must be notified in writing by mail (Verkehrshaus der Schweiz, Lidostrasse 5, 6006 Luzern, Switzerland).

#### 3.3. Miscellaneous

The tickets and articles are sold exclusively for the private use of the customer. Any industrial or commercial resale – in particular via online auctions – of the tickets purchased by the customer without

first obtaining the written consent of the Swiss Museum of Transport is hereby prohibited.

### 4. Complaints

The customer is obliged to check the tickets immediately upon receipt for accuracy (visitor category, ticket number, price, event, event date, etc.). Any complaints must be filed immediately, i.e. within 2 working days of the customer receiving the tickets. Upon expiry of the complaint period, the tickets can no longer be returned or re-issued.

### 5. Return / reimbursement of the tickets

In principle, the exchange or return of one or more tickets is excluded. Lost or damaged tickets will not be replaced or refunded. Requests for the refund of a Print@home ticket can only be made online at [www.verkehrshaus.ch](http://www.verkehrshaus.ch) using the refund request form. The assessment of goodwill cases shall be subject to the free decision of the Swiss Museum of Transport.

### 6. Terms of payment

Orders will only be executed upon pre-payment by Visa or Mastercard. If payment is not made on the due date or the customer has insufficient credit card cover, the Swiss Museum of Transport is entitled to cancel the order without substitution and without notice or to block the tickets electronically. Payment is only accepted in Swiss francs.

### 7. Data protection

Compliance with the data protection regulations in force is a matter of course for the Swiss Museum of Transport. The customer gives consent to the data processing related to the ticket purchase in accordance with the EU's General Data Protection Regulation (GDPR) 2018. The Swiss Museum of Transport only uses data within the framework of the legal provisions. The data will only be saved on a server and will be handled as absolutely confidential; they will not be disclosed to third parties. The homepage of the Swiss Museum of Transport, "[www.verkehrshaus.ch](http://www.verkehrshaus.ch)", uses the latest encryption and security technologies (SSL) to guarantee that all information can be transferred without any error.

### 8. Abuse

In cases of abuse of any kind, the Swiss Museum of Transport reserves the right to charge the relevant ticket to the credit card, to block the user account and/or to take further legal action.

### 9. Severability clause

If individual provisions of these general terms and conditions are or become invalid, the validity of the other provisions is not affected. The same applies to any legal loophole. The completely or partially invalid provision or legal loophole must be replaced by a regulation exhibiting economic success which comes as close as possible to that of the invalid provision.

### 10. Jurisdiction and applicable law

Swiss law applies exclusively. Lucerne is the place of jurisdiction for all disputes.

### 11. Service times

You can place your orders around the clock via [www.verkehrshaus.ch](http://www.verkehrshaus.ch). The call centre staff will be happy to help you in person every day from 10 a.m. to 5 p.m. on +41 (0)41 375 75 75.

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