

General terms and conditions

valid from the 01st of January 2018

Online booking:

The **deadline** for online reservations is **2 days before** your visit, but not later than **3.00 p.m. (local time)**. A **service fee** is charged for the reservation, the amount of which results from the respective current prices.

To guarantee you reservation please inform us about the details of your credit card. We have a SSL certificate and your credit card information will be sent to us through a secure server. We use the encryption method of the industry standard "Secure Socket Layer" (SSL) technology, which encrypts all your data, to avoid misapplications.

The reservation is only valid after receiving our written confirmation.

Cancellations conditions:

The cancellation deadline ends 2 hours before your entrance time. If you fail to meet the deadline, your reservation will be cancelled automatically and you will be charged the "no-show"-fee to the amount of a double service-fee per ticket. Cancellation is only possible in written form.

Conditions of payment:

Tickets can only be paid in cash or with a credit card or German EC-Bankcard.

Ticket pick-up:

Reserved tickets have to be picked up at the Ticket-Center in Hohenschwangau, only on the day of your planned visit and no later than 1.5 hours before your confirmed time of entrance.

Your written confirmation needs to be presented.

If you fail to meet the pick-up time, your reservation will be cancelled automatically and you will be charged the "no-show"-fee to the amount of a double service-fee per ticket

For travel groups:

If the reserved tickets for **Hohenschwangau Castle are not collected**, the entire invoice amount will be charged immediately.

Exchange and return:

There is no claim for the exchange or return of bought tickets!

Data protection:

We are conscious in protecting your privacy and confidentiality. All the information we collect is for the exclusive use of the Ticket-Center for booking tickets. We will not pass on personal data to a third party.

Ticket-Service Hohenschwangau
Königsschlösser Hohenschwangau

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Platform of the EU Commission regarding online dispute resolution:

<https://ec.europa.eu/consumers/odr>

Our email address is: info@ticket-center-hohenschwangau.de

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