

HINTERSTODER-WURZERALM BERGBAHNEN AG

General Terms and Conditions for the purchase of vouchers

1. General provisions

The agreement is concluded with Hinterstoder-Wurzeralm Bergbahnen AG, 4573 Hinterstoder 21, Austria. Only persons over the age of 18 are authorized to purchase from our online store.

2. Conclusion of agreement, payment, delivery

The vouchers offered by Hinterstoder-Wurzeralm Bergbahnen AG represent a non-binding and open purchase offer. The indicated prices shall include any statutory value added tax.

Vouchers of Hinterstoder-Wurzeralm Bergbahnen can be purchased online at www.hiwu.at, via telephone, via e-mail or directly at the main cash desk in Hinterstoder, Wurzeralm or at Wurbauerkogel.

When purchasing HIWU vouchers online, payment can be made by credit card (Visa or Mastercard) or by immediate bank transfer [*Sofortüberweisung*]. Until complete payment, the vouchers shall remain the property of Hinterstoder-Wurzeralm Bergbahnen AG and only become valid after receipt of the full amount. The "Print@Home" vouchers are sent to you by e-mail as PDF attachments within 30 minutes.

Voucher orders by e-mail or telephone are sent to you free of shipping costs (approx. 3-5 working days in Austria). No liability is assumed for any delay in delivery by mail.

3. Vouchers

In case of the online vouchers, it is to be taken into consideration that Hinterstoder-Wurzeralm Bergbahnen AG transmits these to the customer with a forgery-proof code. Since the customers can print out the vouchers themselves, multiple prints are possible, but only one print is value-relevant and redeemable. The first voucher redeemed in the INCERT voucher management system with the corresponding barcode is considered the original and must be debited by Hinterstoder-Wurzeralm Bergbahnen AG immediately after redemption. Should further copies with the same code appear, there is an abuse having consequences under criminal law. Since a voucher can be passed on or given away accordingly, there is no obligation or possibility on the part of Hinterstoder-Wurzeralm Bergbahnen AG to check the redeemer's right of ownership. When the voucher is redeemed, the system merely checks whether the corresponding barcode has really been released by the system and whether the corresponding voucher has actually been paid for. If the value of the voucher amounts to more than the service used, a new voucher with the remaining value is generated. The remaining value is not disbursed in cash.

Lost vouchers are not replaced. Vouchers also cannot be returned against cash value payment. Where the consumption of a value voucher is less than the value of the voucher, the remaining amount will be noted on the voucher.

4. Validity, validity period

According to statutory provisions, value vouchers are valid for several years and can be redeemed at any time. All other vouchers shall be valid for one season and are to be redeemed within this period. Each voucher can only be redeemed once, which is ensured by a barcode or voucher number associated with the voucher.

5. Safety guaranty, data protection

Your safety is the highest priority. When paying by credit card, data such as credit card number, bank code, account number, name and address will therefore be transferred via certified payment providers via their protected SSL line taking into consideration PCI guidelines when you pay with credit cards.

Thus, no unauthorized person is able to read your entered data during transmission on the Internet. This data will not be passed on to third parties.

6. Return

A withdrawal from the purchase of a voucher (return of the voucher) is possible if the voucher has not already been partially or fully redeemed and the declaration of withdrawal is made within 14 days of receipt or printout of the voucher by registered letter to Hinterstoder-Wurzeralm Bergbahnen AG, No. 21, 4573 Hinterstoder, Austria.

A declaration of withdrawal which is sent in due time is sufficient. The costs of the registered letter shall be borne by the buyer. After receipt of the letter of withdrawal, the amount will be transferred to the indicated bank account by HIWU. Only customers who are consumers within the meaning of the Austrian Consumer Protection Act can make use of the right of withdrawal. If the voucher was sent by mail, the voucher must be returned along with the declaration of withdrawal.

7. Other provisions

The customer undertakes to completely and correctly provide the relevant data requested in the agreement during conclusion of the agreement.

In case of incorrect, incomplete and unclear information provided by the customer, the customer is liable for any and all costs and damage incurred by Hinterstoder-Wurzeralm Bergbahnen AG.

Austrian law shall apply. The competent court of jurisdiction is determined at the registered office of Hinterstoder-Wurzeralm Bergbahnen AG.