



General Terms and Conditions for the use of tickets for VieVinum HOFBURG Vienna.

By purchasing a ticket, the buyer agrees to the following terms and conditions:

1. Subject matter and scope

The ordering and delivery of tickets is based on the valid General Terms and Conditions of [mtms Solutions GmbH](#), which form the basis for the sale/brokering of tickets, access authorisations and any ancillary services via this ticket platform.

2. Tickets and validity

Tickets will be delivered electronically. Tickets are personalised, non-transferable and entitle the person whose first and last name is printed on the ticket to admission. Proof of identity, e.g. identity card, driving licence or passport, may therefore be required at the entrance to the fair. Each ticket will be checked electronically for validity. No replacement will be provided if a ticket is lost. If copies have been made, only the ticket presented first entitles the holder to admission. Holders of additional copies are not entitled to an exchange or refund of the purchase price. Please bring your ticket printed on A4 paper to the fair or save it on your mobile device. The visitor can present the tickets at the entrance control either printed out or on their mobile phone.

It is not permitted to misuse, reproduce or alter tickets. Reproduction is punishable by law and will be reported to the authorities. If copies of a ticket appear, the original ticket will also become invalid and will no longer entitle the holder to admission, unless the customer is not at fault for the existence of the copies.

Admission is based on the first-come, first-served principle. This means that only the printed ticket that is accepted first with its unique identification is valid. Any subsequent reproduced or otherwise forged tickets will be invalidated upon admission of the first ticket.

3. Payment

Payment shall be made exclusively by credit card or invoice. Each admission ticket shall only become valid upon full payment. If, for any reason, payment by credit card or purchase on account is not made, MAC-Hoffmann & Co GmbH reserves the right to block the corresponding tickets for the fair and to refuse admission.

4. Withdrawal, cancellation, refund

Tickets purchased via the online portal cannot be cancelled or returned by the customer. The organiser is free to cancel tickets purchased online as a gesture of goodwill. Any refund of ticket prices in the event of a fair not taking place or in the event of cancellation by the organiser as a gesture of goodwill shall be made exclusively by the organiser.

5. Event cancellation and postponement

In the case of cancellation or postponement of an event, MAC-Hoffmann & Co GmbH shall be liable for refunding the ticket price to the ticket purchaser. MAC-Hoffmann & Co GmbH shall not be liable in the case that the fair cannot take place due to force majeure or official orders. We reserve the right to make changes to the programme or the exhibition offer, provided these are reasonable, minor and objectively justified.

The ticket purchaser has no claim against MAC-Hoffmann & Co GmbH for reimbursement of the ticket price in the event of an event cancellation.

In the case of cancellation, postponement or changes, no expenses (accommodation, travel costs, etc.) will be reimbursed.

6. Conduct at the fair

Please note that photos and videos will be taken at the fair and may be published for documentation purposes.

When visiting the fair, these terms and conditions and the [HOFBURG Vienna house rules](#) must be observed and are automatically accepted upon entering the fair.

The organiser may check compliance with these requirements for security reasons if necessary (ID check, bag check, etc.).

In the event of non-compliance, the visitor may be denied access or expelled from the exhibition venue; reimbursement of costs is expressly excluded.



Children and young people under the age of 16 are not permitted to enter. The organiser may request official identity card for the purpose of age verification.

For fire safety reasons, stroller are not permitted anywhere on the exhibition grounds.

Dogs are not permitted anywhere on the exhibition grounds.

Smoking is prohibited throughout the HOFBURG Vienna.

7. Applicable law and place of jurisdiction

All agreements concerning online tickets and the use of the ticket system are subject to Austrian law. The court with jurisdiction over the matter and location is the District Court of Innere Stadt Wien.

8. Data security and data protection

MAC-Hoffmann & Co GmbH takes the protection and confidentiality of its customers' personal data very seriously. The storage and processing of customers' personal data is carried out for the purpose of fulfilling contractual obligations, such as the purchase of tickets, as well as all activities necessary for the operation and administration of [mtms Solutions GmbH](#) or the event organiser.

In addition, the processing of customers' personal data may be necessary for the purpose of fulfilling various legal obligations, for example in relation to accounting or invoicing. In addition to the right to information, customers also have the right to rectification, erasure, restriction, objection and data portability with regard to their personal data. The user is only entitled to the right of erasure insofar as there are no legitimate interests on the part of [mtms Solutions GmbH](#) or the organiser that conflict with this and there are no legal retention obligations. Further information on the processing of your data and your rights can be found in our privacy policy at <https://www.mac-hoffmann.at/datenschutz/>.