

General Terms and Conditions - Vouchers

1. Through the website of the operator Schischaukel Mönichkirchen-Mariensee GmbH, 2872 Mönichkirchen 358, office@erlebnisalm.com (hereinafter referred to as the "**Operator**"), persons who wish to use the services offered by the Operator (hereinafter referred to as "**Customers**") may purchase vouchers.
2. The service provider INCERT eTourismus GmbH & Co KG is used to process the purchase of vouchers. The contract is concluded between the Customer and the Operator.
3. The vouchers can only be used for the purchase of services in the web shop of the Operator. The value of the voucher will be deducted from the invoice amount. If the value of the selected service(s) exceeds the value of the voucher, the difference can be paid with any other valid payment method. If the value of the voucher exceeds the value of the selected services, a residual credit balance will remain on the voucher.
4. Vouchers are generally valid for 30 years, unless a shorter period of validity has been agreed in individual cases on the basis of an objective justification.
5. When purchasing services in the Operator's web shop, the Operator's [general terms and conditions](#) apply, which are also available on the relevant website.
6. The information presented in the course of the purchase of vouchers does not constitute a binding offer by the Operator, but an invitation to the Customer to make an offer based on the information displayed. A legally valid contract is only concluded with the acceptance of the offer.
7. After selecting the desired voucher amount and entering his or her personal data, the Customer will be shown an overview of his or her order. The Customer has the opportunity to review and correct his or her entries if necessary.
8. By pressing the "pay" button, the Customer confirms his or her entries and is redirected to the payment service provider. After completion of the payment process a legally binding contract is concluded.
9. After completion of the payment process, the voucher will be sent to the e-mail address provided by the Customer in the course of the confirmation of the conclusion of the contract. The vouchers can be redeemed in the web shop of the Operator in the course of the payment process by entering the individualized voucher number.
10. The Operator reserves the right to exclude certain services from purchase with vouchers. Excluded services are clearly marked in the Operator's web shop.
11. Vouchers or any remaining balance cannot be redeemed for cash. Lost or stolen vouchers cannot be replaced.

12. The European Commission provides a platform for online dispute resolution, which can be found at <http://ec.europa.eu/consumers/odr/>. The Operator is not obliged to participate in dispute resolution proceedings before a consumer arbitration board and does not participate voluntarily.
13. The contact information of the Operator is:

Schischaukel Mönichkirchen-Mariensee GmbH

2872 Mönichkirchen 358

+43 (0)2649 20906; office@erlebnisalm.com
14. The Operator does not submit to any out-of-court complaint or appeal procedure.
15. These general terms and conditions can be accessed, saved and printed at any time at [GTC](#).
16. The contractual language is German. Only the German version of these general terms and conditions is binding.
17. The Operator reserves the right to amend these terms and conditions from time to time. Any such amendment shall only apply to future voucher purchases. The current version at the time of the voucher purchase shall apply in each case. This also applies to the entire validity period of a voucher.

Information on the right of withdrawal

Right of withdrawal

The Customer has the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire after 14 days from the day on which the Customer acquires, or a third party other than the carrier and indicated by the Customer acquires, physical possession of the goods.

To exercise the right of withdrawal, the Customer must inform the Operator (Schischaukel Mönichkirchen-Mariensee GmbH, 2872 Mönichkirchen 358, office@erlebnisalm.com) of his or her decision to withdraw from the contract by an unequivocal statement (e.g. a letter sent by post, fax or e-mail). The Customer may use the model withdrawal form available at [withdrawal](#), but it is not obligatory. To meet the withdrawal deadline, it is sufficient for the Customer to send his or her communication concerning the exercise of the right of withdrawal before the withdrawal period has expired.

Effects of withdrawal

If the Customer withdraws from this contract, the Operator shall reimburse to the Customer all payments received from the Customer, including the costs of delivery (with the exception of the supplementary costs resulting from the Customer's choice of a type of delivery other than the least expensive type of standard delivery offered by the Operator), without undue delay and in any event not later than 14 days from the day on which the Operator is informed about the Customer's decision to withdraw from this contract. The Operator will carry out such reimbursement using the same means of payment as the Customer used for the initial transaction, unless the Customer has expressly agreed otherwise; in any event, the Customer will not incur any fees as a result of such reimbursement.

The Operator may refuse repayment until the Operator has received the goods back or until the Customer has provided proof that he has returned the goods, whichever is the earlier.

The Customer shall send back the goods without undue delay and in any event not later than 14 days from the day on which the Customer communicates his or her withdrawal from this contract to the Operator. The deadline is met if the Customer sends back the goods before the period of 14 days has expired.

The Customer will have to bear the direct cost of returning the goods.

The Customer is only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.