Dialog im Dunkeln

General Terms and Conditions

as of May 2018

Please consider that by reserving a ticket or buying a gift certificate or voucher you are accepting the following terms and conditions of Dialogue in the Dark— Sensesation Ausstellungs GmbH, Schottenstift | Freyung 6, 1010 Vienna (hereinafter referred to as "organizer").

These terms are intended exclusively for consumers in the sense of Austrian consumer protection laws (KSchG).

Reservation

The reservation of tickets is possible during our opening hours (Tuesday - Friday from 9:00 to 18:00, Saturday from 10:00 to 19:00 and Sunday from 13:00 to 19:00, for seasonal changes refer to www.imdunkeln.at) using the number 01/890 60 60.

Ticket Prices

The current prices can be seen on our website: www.imdunkeln.at. The prices include the sales tax as well as other all other taxes required by Austrian law.

Payment and Collection of Tickets

The tickets for regular tours can be collected and paid in advance, at least fifteen minutes prior to tour begin. Entrance fees for special events as well as for "Dinner in the Dark" are due one week prior to the event. For "Kids's birthday in the Dark" the organizer charges a down payment one week prior to the booked event.

Terms of Cancellation

The planning of the available capacity is of crucial importance to the operator as it is limited. Due to this the operator highlights the consequences of cancellation for our guests. Visitors are therefore reminded that in the event of a cancellation the following cancellation fees are due.

Cancellation

6 - 3 days before the event will be invoiced with 50% of the ticket price,
3 - 1 days before the event will be invoiced with 75% of the ticket price,
cancellation on the day of the event will be invoiced with 100% of the ticket price.
If the visitor realizes he or she will not able to attend the booked event it would therefore be of mutual interest to contact the organizer as soon as possible.

Gift Certificates and Vouchers

Our vouchers are valid from the date of issue (see voucher). To redeem a voucher it must be handed out at the event to cashiers of the organizer. Vouchers are not redeemed in cash. Visitors are only entitled to services that correspond to the value of the voucher (see "Admission Prices"). The organizer reserves the right to invoice differences between coupon value and the value of the booked event.

Customers are asked not to make print@home vouchers available to third parties and to store them properly. The organizer sticks to the principle of first redemption. This means that the print@home voucher that is redeemed first and has a valid security code will be accepted. Further voucher containing the very same identification are therefore devaluated automatically – this is only true for reasons not lying within a failure of Sensesation Ausstellungs GmbH. Improper use of vouchers will be punished; changing or copying vouchers is forbidden. In case of improper use of vouchers the organizer is allowed to refuse their redemption and is not responsible for additional costs or inconveniences.

Entry

In order to guarantee a punctual start of the tour it is important that the visitor arrives onsite at least fifteen minutes before the planned start of the tour. It is not possible, under any circumstances, to join the tour after it has started. The operator reserves the right to exclude tardy visitors from the tour or to refer them to a different tour.

Code of Conduct in the Premises of the Organizer

The visitor is required to follow the instructions by staff members at all times due to safety reasons. Persons that disregard the instructions of the staff can be excluded from the booked event without the right to claim compensation. In order not to interfere with the purpose of the exhibition or other events in the dark the visitor is asked not to bring cell phones or any other objects that may produce light.

Smoking and Open Fire

Smoking and open flames within the exhibition are strictly prohibited. Any violation gives our staff the right to exclude the violator without the entitlement to claim compensation.

Disclaimer

The operator is not liable for personal and property damage experienced during the tour, nor is he liable for lost objects.

Data Storage

Normally we are collecting data in the way that the customer informs us personally, via phone, via e-mail or in another written form about their data during the booking process. We would like to point out that for the purpose of the booking process, for subsequent contract execution and to meet the requirements of the Austrian cash register regulation ("Registrierkassenverordnung"), the following data of the customer can be stored: name, address, e-mail-address, telephone number, payment method, invoice number, date and time of purchase, date of booking, purchased product or service, amount paid, tax rate of purchased product or service. The data provided are required to fulfil the contract or to implement pre-contractual measures. Without this data we cannot conclude the contract with the customer. A transfer of data to third parties does not take place, with the exception of the transmission of the credit card data to the processing bank / payment service providers for the purpose of debiting the purchase price as well as to our tax accountant to fulfill our tax obligations. If you book the program "HANDS UP" (hereinafter referred to as "HUP") with us, Dialog in the Dark will not act as the organizer. We handle ticketing for our cooperation partner equalizent Schulungs- und Beratungs GmbH (Obere Augartenstraße 20 | 1020 Vienna), which is the organizer of HUP. For the purposes of HR planning and administration, as well as its contract execution and accounting and to fulfill its tax obligations, we pass your booking data to the organizer. We process data for statistical purposes only in anonymous form. In the case of a contract closing, all data from the privity in contract are stored until the expiry of the tax retention period (7 years). If you contact us by e-mail, your data will be stored in order to process the request and in the event of follow-up questions within the legal bounds. We will not share this information without your approval. Data processing takes place on the basis of the statutory provisions of Art 6 paragraph 1 lit b (necessary for fulfillment of the contract) and / or lit f (legitimate interests of the person responsible) of the GDPR. The privacy policy for our online offer can be found at www.imdunkeln.at. For concerns about protection of your data you can reach us at datenschutz@imdunkeln.at

Final Clause

Should individual clauses of the general terms and conditions be or become legally void, the validity of the remaining clauses is not affected.