

## Booking conditions for online tickets

### 1. Basic information and booking

1.1 The business, event or transport conditions apply for the contractual relationship between guest/client and provider, the following contractual provisions apply.

1.2 The Stiftung Deutsches Technikmuseum Berlin states explicitly that the organizers will not accept the return of tickets insofar as the event is cancelled for reasons that are not the responsibility of the organizer as service provider. This applies explicitly also to tickets/vouchers/coupons that are purchased online. The statutory cancellation period according to Section 312g (2) subclause 9 German Civil Code (BGB) does not apply in this case if a specific date for a period was defined for the provision of the service.

1.3 The organizer is entitled to withdraw from the contract in the case of force majeure and/or other unforeseeable, extraordinary circumstances that are not the responsibility of the organizer and that prevent the organizer from providing the service. Payments made by the guest/client will be reimbursed. The guest/client does not have the right to demand indemnification. The organizer will only be entitled to claim force majeure if it informs the guest/client of this circumstance without delay.

1.4 The Stiftung Deutsches Technikmuseum Berlin checks, according to the booking/mediation assignment, the availability of the ticket requested by the guest/client.

1.5 If there is availability, The Stiftung Deutsches Technikmuseum Berlin confirms the booking. By this confirmation, which requires no particular form, the contract between the provider and the guest/client comes into existence as legally binding.

### 2. Processing fee and payment

2.1 Payment is made as an advance payment by the guest/client in one of the offered payment methods. It is not possible to pay for online tickets in cash at the museum. Payment for services booked via the visitor service is also possible at the cash desks when visiting the museum. Subsequent payment on account as well as payment by collective invoice is only possible after an appropriate agreement. In this case, the payment must be transferred to the museum's account within ten days of receipt of the invoice.

2.2 The Stiftung Deutsches Technikmuseum Berlin uses external service providers to provide its online services. The bookings take place in the store system of the technical service provider Giant Monkey GmbH. Payment processing is carried out by payyo, Trekksoft AG, on behalf of and for the account of the Stiftung Deutsches Technikmuseum Berlin.



### 3. Issuance and delivery of tickets

3.1 Guests/clients that place bookings online at The Stiftung Deutsches Technikmuseum Berlin will, after payment of the price, receive an e-mail from The Stiftung Deutsches Technikmuseum Berlin containing a ticket to print out (Print@Home ticket) and an individual link for the use on smartphones.

3.2 Vouchers/coupons entitle the holder to immediate use of the service.

3.3 Guests/clients are advised to note the validity period printed on the tickets. The guest/client is required to adhere to the instructions on the event and the agreed terms and conditions of the provider. The visiting, i.e. opening times, stated in the terms and conditions of the provider shall apply.

3.5 Print@Home tickets: The forwarding of ordered tickets using the Print@Home procedure is implemented by a self-printout of tickets sent electronically to the guest/client. The guest/client is entitled, with respect to the tickets ordered by him, to make only one printed copy for the purpose of proper use. He is not entitled to reproduce the printed ticket, to multiply or modify it. An unauthorized duplication or reselling of Print@Home ticket does not provide the right of visiting the museum.

3.6 Tickets obtained using the Print@Home procedure and personally related vouchers may not be sold to third parties. The guest/client is responsible for protecting the ticket against third party access. If the ticket is multiplied by a third party, the damage shall be borne by the guest/client. This damage may consist in that the guest/client shall have no access to the event with his original ticket.

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