

GENEREL TERMS AND CONDITIONS

Rail Tours Touristik GmbH

CONTENTS

Cancellation, refund, rebooking.....	3
1. Kombitickets Austria und Wachau-Ticket.....	3
2. Invoices for Kombitickets.....	3
Organizer's Liability in the Event of Insolvency.....	3

Cancellation, refund, rebooking

1. Kombitickets Austria und Wachau-Ticket

- Cancellation before the first day of validity of the Kombiticket or Wachau Ticket: You will receive a 100% refund for the Kombiticket.
- Cancellation on or after the first day of validity of the combo ticket or Wachau Ticket: No refund will be issued for the Kombitickets.

To receive a refund, you must return the entire unused ticket set! Refunds for partially unused services are not possible!

2. Invoices for Kombitickets

Combined tickets are subject to margin taxation pursuant to Section 23 of the Value-Added Tax Act (UstG). The following provisions apply:

Business Customers

No VAT (margin tax) is reported; therefore, no input tax credit is possible.

An invoice can be requested from ÖBB Rail Tours at info@railtours.oebb.at.

Individual Customers

The payment confirmation from the ticket shop serves as proof of purchase; it is not an invoice issued by ÖBB Rail Tours.

Organizer's Liability in the Event of Insolvency

Organizer: Rail Tours Touristik GmbH, GISA Number 24011495 (GISA Lookup)

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