



Terms and conditions apply

Cancellations:

* In case of cancellation of your order, within 14 days after sending invoice and amount is not yet met. You will receive a credit note for the full amount and no cancellation costs.

* No cancellation possible after 14 days after sending invoice. Tickets are entirely for your own account and risk. Reselling tickets is allowed.

Amendments:

Only possible in consultation and if other data are still available.

* If the tickets have not yet been sent, we will charge € 7.50 for changing the concert date.

* If the tickets have already been sent, they must first be returned at their own expense. Then we charge € 4.50 per ticket and € 15,00 processing costs for ordering new tickets at the Ticket Office.

Lost tickets:

* At the moment the tickets are sent, you will receive a confirmation by mail. Missing tickets must be reported to us within 14 days of shipment. Otherwise, costs will be charged. All tickets are provided with a barcode with ticket number and the lost tickets can thus be blocked.

* Tickets that are lost 14 days after the mailing can be replaced at a rate of € 4.50 per ticket and € 15.00 processing costs per order.

During the concerts the **TERRACE PACKAGE HOUSE RULES** are in effect.