

Withdrawal information for consumers

Right to withdraw

If the Customer is a consumer, he or she has the right to withdraw from a contract concluded via the online Store without providing a reason. The withdrawal period is 14 days from the day on which the respective contract between the Customer and the Organiser has come into effect (see Section 4.2 of the GTC).

In order to exercise a right of withdrawal, the Customer must inform the Organiser of his or her decision to withdraw from the contract by means of a clear declaration (e.g. a letter sent by mail, fax, or email). The Customer may use the sample withdrawal form provided via the link below but is not obligated to do so.

In order to comply with the withdrawal period, it is sufficient for the Customer to send notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

Consequences of withdrawal

If the Customer effectively withdraws from a contract, the Organiser shall immediately, and no later than 14 days from the date on which the notification of withdrawal was received by the Organiser, reimburse the Customer for all payments the Organiser has received from the Customer for the respective contract. For this repayment, the Organiser will use the same means of payment as used by the Customer in the original transaction, unless expressly agreed otherwise with the Customer. Under no circumstances will the Customer be charged any fees for repayments in a specially agreed manner.

In the event of the Customer's effective withdrawal from a contract, the tickets made available to the Customer under this contract will automatically be invalidated and can no longer be used.

Exceptions to the right of withdrawal pursuant to Sec. 18 FAGG (Austrian Distance Selling Act)

The Customer acknowledges that he or she has no right to withdraw from the respective contract if he or she redeems the ticket before the expiry of the 14-day withdrawal period and makes full use of the respective service (cf. Sec. 18 para. 1 no. 1 Austrian Distance Selling Act – FAGG). In addition, the Customer has no right to withdraw from contracts for services rendered in connection with leisure activities, provided that the entrepreneur has stipulated a certain point in time or a certain period for fulfilling the contract (cf. Sec. 18 para 1 no. 10 FAGG).

Accordingly, the Customer may not withdraw from contracts concerning the purchase of tickets, which exceptionally stipulate a fixed visiting date and time.

Sample withdrawal form

The Customer may use the following form to submit a declaration of withdrawal: The sample withdrawal form can be printed out by the Customer, completed and sent to the Organiser. There is no obligation to use the sample withdrawal form

Roman Catholic Metropolitan and Parish Church of St. Stephan in Vienna

Kirchenmeisteramt (Church Master's office)
Stephansplatz 3
1010 Vienna

Sample withdrawal form

If you wish to withdraw from the contract, please fill out this form and return it within 14 days (by mail or email) to

Röm.-kath. Metropolitan- und Pfarrkirche St. Stephan in Wien,,

Stephansplatz 3, 1010 Vienna

Tel.: (+43 1) 51552 – 3767

E-Mail: shop@stephanskirche.at

I/We (*) hereby withdraw from the contract concluded by me/us (*) for the purchase of the following goods (*)/the provision of the following services (*):

Ordered on (*)/received on (*):

Name of the consumer(s):

Address of the consumer(s):

Signature of the consumer(s):

Date:

(*) Delete as applicable.