



## Conditions of Travel and Payment

The following terms and conditions are valid between the Austrian Students Union at the Vienna University of Economics and Business Administration, named as “we” and the participant, named as “you” and “participant”. The terms and conditions are valid from 01.01.2022.

Neither we nor the organizer of the trip / event in person are in any way liable for accidents or other damage occurred during the trip / event and also not for any damage or punishable act caused by the participant. Every participant is responsible for him- / herself, participation is at own risk. We also exclude any liability concerning lost or stolen baggage and / or valuables. Furthermore, it’s up to the participant to make sure he / she is adequately insured.

**A cancellation can only be made via the previously used payment platform. Therefore, no online bookings can be cancelled in the office or vice versa.**

By signing the payment confirmation, you agree that we are allowed to use pictures / videos taken of the participant during the trip / event.

### **Cancellation policy: online booking on [ebnwu.com](http://ebnwu.com)**

In case of the cancellation of an **online booking on [ebnwu.com](http://ebnwu.com)**, EBN WU will be forced to charge cancellation fees in the following amounts:

- up to 24 hours before the start of the event 10% cancellation fees
- within 24 hours before the start of the event 100% cancellation fees

However, for trips, the following different cancellation fees and conditions apply:

- up to 21 days before the start of the trip 10% cancellation fees
- within 21 days before the start of the trip 100% cancellation fees
- exception: Zell am See Trip:
  - up to 30 days before the start of the trip 10% cancellation fees.
  - within 30 days before the start of the trip 100% cancellation fees.

Every activity which includes transportation in the price is considered a trip. Every activity which doesn't include transportation in the price is considered an event.





## Cancellation policy: booking in EBN Office

### Hallstatt & Mauthausen, Budapest, Cracow, Prague, Salzburg:

- 21 calendar days or more before the start of the trips.....full refund
- 20 calendar days or less before the start of trip: .....no refund

### Biking, Night Sledding:

- 7 calendar days or more before the start of the trips.....full refund
- 6 calendar days or less before the start of trip: .....no refund

### Ski Trip Zell am See:

- 30 days or more.....full refund
- 29 days or less.....no refund

### Other day events:

- more than 24 hours before the start of the event .....full refund
- less than 24 hours before the start of the event .....no refund

Exception: You bring a person that is taking your spot and pays for it.....full refund  
No-show without cancellation.....no refund

Cancellations are only valid if submitted in person during our office hours or by official E-Mail (signed). The date of receipt is relevant for the cancellation deadlines.

**A cancellation can only be made via the previously used payment platform. Therefore, no online bookings can be cancelled in the office or vice versa.**

We can withdraw from the contract without delay if the participant lastingly disturbs the carrying out of the trip / event. All costs occurred due to the participant’s dismissal are at the participant’s own expense and there will be no refund.

We can also withdraw from the contract if unforeseeable circumstances like natural phenomena, strikes or severe illness of the organizer force us to do so. Benefits not taken are non-refundable.

Finally, we reserve the right to cancel bookings for full refund if the number of participants is too small.

Jurisdiction applied: Vienna

Every activity which includes transportation in the price is considered a trip. Every activity which doesn't include transportation in the price is considered an event.

