



## **General Terms and Conditions 1. Validity**

The Kitzbühel Alps - St. Johann in Tirol region offers a web shop at [www.kitzalps.cc](http://www.kitzalps.cc), [www.kitzbueheler-alpen.com](http://www.kitzbueheler-alpen.com) and on other platforms, if necessary.

### **1. Terms of purchase and delivery**

a) Items made available for sale in the tourist board shop can be purchased using cash or a credit card. The contract is with the Kitzbühel Alps - St. Johann in Tirol tourist board which also acts as the allocation partner. b) Only natural persons and legal entities with full legal capacity are entitled to purchase items. c) Items remain the possession of the Kitzbühel Alps - St. Johann in Tirol tourist board until full payment has been received. Until this point, the customer is not entitled to receive the items and following payment, the customer bears the responsibility for any loss, destruction or deterioration of the items. The buyer is not entitled to a replacement in the event of an item being lost, stolen or damaged. d) Complaints about damaged or undelivered goods will only be considered if made within 14 days of the dispatch date.

### **2. Refunds (returns)**

A refund for an item may be issued so long as it is returned to the Kitzbühel Alps - St. Johann in Tirol tourist board within 14 days. The consumer is required to pay the cost of returning the items. Once the goods have been received, the sum will be transferred into the account specified to the Kitzbühel Alps - St. Johann in Tirol tourist board. The customer is covered by the right of return which is granted to consumers as part of the Austrian Consumer Protection Law.

### **3. Liability**

The consumer makes use of this website at his/her own risk. The Kitzbühel Alps - St. Johann in Tirol tourist board accepts no responsibility for any damages resulting from the use of this website. The Kitzbühel Alps - St. Johann in Tirol tourist board also accepts no responsibility for any disruption, technical failure, maintenance work etc. The Kitzbühel Alps - St. Johann in Tirol tourist board will seek to resolve any disruptions or malfunctions as quickly as possible.

### **4. Data protection**

The Kitzbühel Alps - St. Johann in Tirol tourist board agrees to adhere to the Austrian Data Protection Law (DSG 2000). The association also agrees to ensure that any data provided by the customer will remain confidential unless there is a legally permissible reason to disclose or publish the entrusted or disclosed data.

In the case of online payments, details such as the credit card number, sort code and account number will be transmitted via a secure SSL connection. Customer details will be processed automatically. Customers will only receive promotional information from the Kitzbühel Alps - St. Johann in Tirol tourist board following their explicit approval to this effect.

## **5. Copyright provisions**

All messages and the graphics, design and logo of the tourist board website are provided to the customer for personal information purposes only. Use of this information is at the user's own risk. All details provided as part of the offer are protected by the terms of the Copyright Act.

## **6. Place of jurisdiction**

Kitzbühel district court serves as the place of jurisdiction for any issues relating to the Kitzbühel Alps - St. Johann in Tirol tourist board.

## **7. Other terms**

Any deviating, opposing or supplementary General Terms of Business will not form part of the contract. Should individual terms forming part of these General Terms of Business prove ineffective, either in whole or in part, the validity of the remaining terms is not affected.

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