



Official Cancellation and Rebooking Policy for Online Day Tickets at the Feuerwehlerlebniswelt Augsburg

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§1 Booking and Payment Terms

1. Day tickets must be booked online and paid in full in advance.
2. The ticket is valid exclusively for the originally booked date of visit.

§2 Non-Use of the Ticket by Customers

1. **Unused Online Day Ticket:**
 - If an Online Day Ticket is not used on the booked date of visit and is not redeemed on site (e.g. due to illness or other inability to attend), the ticket already paid for retains its validity.
2. **Validity**
 - The ticket may be redeemed for an alternative date of visit within 12 months from the originally booked visit date.
3. **Refunds:**
 - Cash payment or reimbursement of the ticket price is excluded.

§3 Rebooking

- The change of date is possible within the valid period.
- Redemption is subject to availability and in accordance with regular opening hours.
- Prior registration is not required.

§4 Entry into force

These terms apply to all online day tickets booked for the Feuerwehlerlebniswelt Augsburg and form an integral part of the purchase contract.