

Terms and Conditions - ticket sale

§ 1 SCOPE OF APPLICATION

The following General Terms and Conditions (GTC) apply to the use of the online ticket sales of the Deutsche Gehörlosen-Jugend e. V. (DGJ). (DGJ) on www.gehoerlosen-jugend.de, www.dgj-jugendfestival.de or via the internet presences of its units or events.

§ 2 TICKET SALES VIA INTERNET

Tickets for DGJ events are sold via online ticket sales.

§ 3 CONTRACT PARTNERS

The sales contract is concluded with:

Deutsche Gehörlosen-Jugend e. V.

Prenzlauer Allee 180

10405 Berlin

- hereinafter referred to as "DGJ" - represented by the board of directors.

Commercial register: Amtsgericht München Commercial register number: VR 18744 Tax number: 27/663/63869

You can reach us for questions by e-mail at [info\(at\)gehoerlosen-jugend.de](mailto:info(at)gehoerlosen-jugend.de)

§ 4 Conclusion of contract

The presentation of the products in our online ticketing does not constitute a legally binding offer, but an invitation to place an order. By clicking the "Order subject to payment" button in the last step of the ordering process, you make a binding offer to purchase the tickets displayed in the order overview.

Immediately after submitting the order, you will receive an order confirmation, which, however, does not constitute a contract. The purchase contract is only concluded when we send you a contract confirmation by e-mail. Please check the SPAM folder of your e-mail box regularly.

§ 5 PRICES

The prices for our events can be found on the Internet in the descriptions of the events. The prices stated on the pages include statutory VAT and other price components.

§ 6 REDUCED PRICES

The reduced prices for our events can be found on the Internet in the descriptions of the events. The prices stated on the pages include statutory VAT and other price components.

Whether or to what extent there are reductions for sustaining members, people with Usher syndrome, deafblind people, wheelchair users etc. depends on how the respective event explains it on its website in the price overview.

For groups, depending on the event, there may be group prices or special conditions. For this, please contact us by e-mail at the e-mail address shown on the event's website.

If there are any questions or uncertainties, please contact the contact e-mail address of the respective event. If you are unable to obtain clarification, please contact ticket@dgj-jugendfestival.de afterwards.

§ 7 PAYMENT MODALITIES

Payment can be made for online ticket sales by direct debit from your bank account. Before purchasing tickets online, you will be asked to give the DGJ a corresponding direct debit authorisation.

Tickets can also be purchased by bank transfer, the purchased tickets will be sent to the customer after receipt of payment. The relevant account details will be sent to you by e-mail, unless stated otherwise on the event website.

The DGJ is entitled to charge fees for any necessary reminders.

§ 8 REBOOKING AND CANCELLATION CONDITIONS

Until 31 May 2022 rebooking costs are 3 € per ticket and until 31 July 2022 rebooking costs are 6 € per ticket. Until 11 September 2022, changes will cost €9 per ticket and from 12 September onwards, changes will no longer be possible.

Until 30 April 2022, the total amount will be refunded without the Eventbrite fee* and until 30 June 2022, 50% of the total amount will be refunded without the Eventbrite fee*.

25% of the total amount will be refunded without the Eventbrite fee* until 31 August 2022. From 1 September 2022 onwards, no refund is possible.

* Eventbrite fee: 5,5% + 0,99€ per person + 19% VAT (approx. between 2€ and 8€ per ticket).

§ 9 RIGHT OF REVOCATION

As the purchase of tickets for an event is in the broader sense the area of leisure activities (§ 312g para. 2 no. 9 BGB), our visitors have no right of revocation when purchasing tickets online.

§ 10 RESERVATION OF OWNERSHIP

The ticket remains the property of the DGJ until full payment has been made.

§ 11 ATTENDANCE OF EVENTS

In principle, the house rules of the venue apply.

ADMISSION:

The venue will generally open two hours before the start of an event. The exact time of admission is published on the Internet in the descriptions of the events. In principle, there is no entitlement to admission to the auditorium after the start of the event.

If visitors are not admitted due to their own lateness, they are not entitled to a refund of the ticket price.

After the event has started, visitors may be admitted to the auditorium in individual cases only during suitable breaks, in consideration of the other guests.

In this case, there is no right to seats in the purchased price category until the regular intermission.

DRINKS / FOOD:

As a general rule, the taking of drinks or food is prohibited throughout the venue unless otherwise stated on the event website. Exceptions to this rule are drinks / food for babies and small children up to two years of age or if there is a specific food intolerance. In the case of food intolerances, please clarify in advance via the event's contact email address whether appropriate alternatives are available at the venue or whether food may be taken away.

CLOAKROOM:

Bringing wardrobes into the auditorium is only permitted if it does not disturb other visitors. In derogation of this, a cloakroom may be compulsory at specific events, and this will be indicated on the event website.

FOUND PROPERTY:

Objects of any kind found in the venue or on the premises must be handed in to the organiser, the event staff or the house staff.

HOUSE RIGHTS:

The organiser DGJ and its authorised representatives shall be responsible for the house rules, which shall be exercised by its vicarious agents, in particular the event staff. The instructions of the staff must be followed.

Visitors may be refused entry to the event venues if there is reason to believe that they will disrupt the events or cause a nuisance to other visitors.

The entire area of the event is a "Deaf Space" for the duration of the event, in which sign language is to be used. We ask visitors to use sign language whenever possible in the presence of deaf people. If visitors do not comply with the repeated request to use sign language, they may be expelled from the event. We ask that the "Deaf Space" be respected.

Visitors may also be expelled from the performance in progress if they are disrupting it, disturbing others or have taken a seat for which they do not have a valid ticket. Admission may also be refused to visitors who have repeatedly violated the General Terms and Conditions.

Such visitors shall not be entitled to a refund of the admission fee already paid or to any other compensation for damages or expenses.

The admission ticket does not entitle the holder to sit in a particular seat, rather there is free choice of seat in the auditorium. As a rule, persons with special needs, such as people with Usher syndrome, deafblind persons and wheelchair users, will be admitted to the auditorium 15-30 minutes before the start of general admission. Deafblind assistants will take care of the allocation of seats for these groups of people in the hall. If necessary, seats that are already occupied must be vacated for these groups of people. The request of the event staff must be complied with.

Smoking is prohibited in the venues, with the exception of smoking areas, which will be designated accordingly.

IMAGE AND SOUND RECORDINGS:

Image and/or sound recordings of any kind are permitted to visitors, unless they are prohibited by appropriate notices on the event website or at the event location.

§ 12 LIABILITY:

The organiser expressly reserves the right to make changes to the schedule of events.

There is no entitlement to specific works. There is no entitlement to compensation in the event of changes to the performance, the abandonment of a performance after the interval, changes to the announced cast, the customer missing a performance or arriving late.

We accept no liability for unattended clothes. If there is one or more cloakroom(s) at the venue manned by the organiser or its agents, we shall only accept liability for cloakroom items kept in the cloakroom in cases of intent and gross negligence. We accept no liability for valuables in the cloakrooms. Please remove them from your cloakroom beforehand.

We would like to point out that the weather may cause delays in the start and/or interruptions. If an open-air event in progress is interrupted after the performance has been played for at least 1 hour, the performance is deemed to have been performed and there is no entitlement to a refund of the ticket price or attendance at another performance.

Any liability beyond the refund of the ticket price is excluded.

§ 13 DATA PROTECTION

The DGJ processes personal data in compliance with the applicable data protection regulations. The data (e.g. name, address, account number, etc.) is collected, processed and stored by the DGJ, its units or its organisers in an automated procedure to the extent necessary for the establishment and arrangement of the contractual relationship.

The designated groups of persons are entitled to transmit this data to third parties commissioned by it with the execution of the purchase contract, insofar as this is necessary for the fulfilment of the concluded contracts.

Beyond this, the DGJ, its units or its organisers are not entitled to pass on the data to third parties.

§ 14 FINAL CLAUSE:

The law of the Federal Republic of Germany shall apply exclusively.

The sole place of performance for delivery, service and payment is Berlin. The place of jurisdiction for all disputes arising from the contractual relationship is Berlin.

This also applies to non-merchants in the case of cross-border contracts.

Deutsche Gehörlosen-Jugend e. V. (DGJ)

Prenzlauer Allee 180

10405 Berlin

Service fees are charged for internet orders and may vary depending on the event. These fees will be displayed in the shopping cart when you place your order. Beyond that, there are no further costs that are not shown.