

General Terms and Conditions for Tickets at NiceHockey.at

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1. Organizer and Scope

These General Terms and Conditions apply to the booking of tickets for NiceHockey events.

The organizer and contractual partner is:

Verein NiceHockey
ZVR Number: 1040106840
c/o Simon Rausch
Wasserhofstraße 3/1
3500 Krems an der Donau, Austria
Email: contact@nicehockey.at

2. Booking, Scope of Services and Payment

The ticket entitles the holder to participate in the event booked for the specified date. The scope of services, event location, total price and payment deadline are set out in the respective booking offer and booking confirmation. Rental equipment is included only if it has been expressly booked.

The contract is concluded upon acceptance of the booking by NiceHockey. Payment must be made within the deadline specified in the booking confirmation.

3. Cancellation Before the Start of the Event Without Payment

If a booking is cancelled before the specified event start time and no payment has yet been initiated, we will cancel the booking free of charge. No payment obligation will remain thereafter.

The cancellation can be made either directly through our shop or by email to contact@nicehockey.at, stating the booking number. The decisive factor is receipt of the cancellation 7 days before the start of the event.

A bank transfer that has already been initiated is considered a payment initiated for the purposes of this cancellation rule, even if it has not yet been credited to our account. Payments that are mistakenly initiated after an effective free cancellation will be refunded.

4. Cancellation Before the Start of the Event After Payment

Bei einer Absage aus persönlichen Gründen nach bereits veranlasster Zahlung erfolgt grundsätzlich keine Rückerstattung des gezahlten Teilnahmeentgelts. Hintergrund sind die mit der Buchung verbundenen organisatorischen Vorbereitungen und die Reservierung des Teilnahmeplatzes.

In the event of timely cancellation, we will issue a transferable voucher in accordance with Section 5 upon request.

5. Voucher for Timely Cancellation

The voucher can be redeemed for another NiceHockey event during the current season and may be transferred to another person free of charge. The person participating must meet the participation requirements for the selected event.

Redemption requires a new booking and is subject to available places and, where applicable, the availability of rental equipment. Any higher ticket price must be paid as an additional amount; if the ticket price is lower, the remaining credit will be retained.

Voluntary cash redemption of the voucher balance is not provided for. Statutory repayment claims are not waived by the issuance or acceptance of the voucher.

6. Failure to Attend

Anyone who fails to attend an event that is duly held without having cancelled beforehand may no longer use the ticket afterwards. There is no entitlement to a refund, a replacement date or a voucher.

7. No Statutory Right of Withdrawal for Distance Contracts Involving Dated Tickets

For tickets to leisure events scheduled for a specific date, there is no statutory 14-day right of withdrawal pursuant to Section 18(1)(10) of the Austrian Distance and Off-Premises Contracts Act (FAGG). The cancellation options provided for in these Terms and Conditions remain unaffected

8. Cancellation or Rescheduling by NiceHockey

If NiceHockey cancels an event, we will refund the participation fee paid for that event. A voucher or replacement date may be agreed upon voluntarily instead.

If an event is rescheduled, customers may accept the replacement date or cancel the booking free of charge and request a refund.

The rules on retaining fees in the event of personal cancellation or failure to attend do not apply to these cases. Further statutory claims remain unaffected.

9. Rules of Conduct and Exclusion from the Event

At NiceHockey, respectful interaction, fairness and the safety of everyone involved are our top priorities. Participants must follow the reasonable safety and organizational instructions given by the event team and the coaches.

NiceHockey is entitled to exclude participants from further participation and ask them to leave the event area in the event of serious violations or repeated violations despite a warning. Grounds for exclusion include, in particular:

- Violence, threats, harassment, as well as seriously insulting or discriminatory remarks;
- Dangerous or grossly unsportsmanlike conduct, particularly the intentional or grossly negligent endangerment of others;
- Repeated disregard of safety instructions or significant disruption of the event;
- Impairment by alcohol or other intoxicating substances to an extent that makes safe participation impossible.

Any exclusion must be necessary and proportionate. As a rule, the person concerned will first be asked to stop the conduct in question and warned that exclusion may follow. In the event of serious incidents, particularly violence, serious threats or an immediate danger, exclusion may take place without prior warning.

In the event of a justified exclusion due to a culpable violation, NiceHockey's entitlement to the participation fee remains in force. There is no entitlement to a voucher or replacement date.

Claims arising from an unjustified exclusion remain unaffected.